Northumberland County

Food 4 All - A Division of the Department of Community & Social Services

PROCEDURE MANUAL

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FOOD 4 ALL – POLICY AND PROCEDURE MANUAL

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MISSION STATEMENT AND VALUES

SERVICE MISSION STATEMENT

Food 4 All Northumberland is part of the Community and Social Services Department. It solicits, stores, and distributes food and essential items from the warehouse through service organizations and provides resources to a variety of programs that feed and assist those in need in Northumberland County.

COUNTY OF NORTHUMBERLAND MISSION STATEMENT

To be a best practices leader of County government and a collaborative partner with our member municipalities.

COUNTY OF NORTHUMBERLAND VISION

To bring together people, partnerships and possibilities for a strong and vibrant Northumberland County.

CORPORATE VALUES

Each employee and volunteer is a valued member of our County team and will be guided by the following corporate values in all our actions and decisions:

- ***Accountability:*** personal commitment to the County's values, directions, goals, and objectives.
- ***Collaboration:*** work together to provide assistance and support
- ***Integrity/Mutual Trust and Respect:*** Act with integrity, value diversity, and accept different ideas and perspectives
- ***Quality Customer Service:*** Focus on maintaining a customer-oriented perspective in all actions and decisions
- ***Teamwork:*** Work effectively with others to accomplish objectives and genuinely support collective efforts at all times
- ***Quality Work Practice:*** Continually improve performance and demonstrate commitment to the achievement of quality results

DEPARTMENT SERVICE PRINCIPLES

- Community
- Engagement
- Support
- Health
- Hope
- Collaboration
- Dignity
- Education
- Safety
- Fairness
- Inclusion
- Feedback
- Flexibility
- Equality
- Service

HISTORY OF OPERATION

What started as a dream of several local organizations in 2002 finally became a reality in June of 2004.

Several community groups, including the Northumberland County Department of Community and Social Services, Northumberland United Way, HKPR District Health Unit, KPR and PVNCC District School Boards and Kraft Cobourg all met with the vision of creating a centralized food distribution warehouse to store food products for redistribution to local groups.

A small warehouse location was found in Colborne and ***food distribution began in August of 2004***.

Over time, the operation simply out grew its original location and was relocated to 600 William St. in Cobourg in March of 2010.

Food 4 All Northumberland distributes food and essential items to its member agencies on a daily basis. Our focus is on getting food and essential items to these various community groups who in turn distribute the food to individuals and families.

There are several types of membership categories available including food banks, school nutrition programs and community groups. Within each category exists different types of groups. Community groups as an example would include hot meal programs, shelters and emergency food hampers for families.

STANDARDS OF OPERATION

As a division of the Community and Social Services department of Northumberland County and a distribution hub warehouse for the Ontario Association of Food Banks, Food 4 All operates under the highest standards. This includes all of the County's policies and procedures pertaining to Health and Safety, Human Resources and Finances. This also includes all of the OAFB's Operating Policies regarding membership, product distribution and client care. In addition to the above mentioned policies, the following set of documents outline the specific policies and procedures that guide the daily operation of the Food 4 All warehouse division.

PRODUCT ACCEPTANCE AND DISTRIBUTION

As a member of and distribution hub for the OAFB, Food 4 All is required to follow very specific guidelines regarding food acquisition and distribution. One major benefit of our membership with the OAFB is that Food 4 All has access to a large quantity and wide variety of donated food and essential items from many different suppliers.

All non-perishable food and all essential items are stored throughout the regular warehouse space on pallets or in boxes. All perishable items are stored in our walk-in refrigerator unit and all frozen items are stored in our walk-in freezer unit.

Damaged Product

Some of the suppliers that we deal with provide us with products that have damaged packages or bags. At the discretion of warehouse staff and volunteers, certain products will have their packaging repaired and other product will be disposed of. Product that is broken open or damaged beyond repair will be disposed of.

In an effort to reduce waste charges we attempt to dispose of as much product as possible to local farmers to be used as animal feed. The farmers will be contacted on an as needed basis when there is product that needs to be picked up.

Date Sensitive Product

Every effort will be made to distribute non-perishable food products prior to their “best before” date. On occasion, when this is not possible, we will refer to and follow Food Banks Canada’s “Guideline for Distributing Product Past the Best Before Date” (Appendix A) document to determine how long we are able to continue to distribute specific food items. All local groups that access food items from our location are provided with a copy of this document and are expected to follow these same guidelines. More information regarding best before and expiry dates can be found in Appendix B.

Product Refusal

Specific criteria regarding what products we will not accept can be found on page 26 under “Product Refusal”.

FOOD BANKING CODE OF ETHICS

Food Banks Canada (FBC), The Ontario Association of Food Banks (OAFB), Food 4 All Northumberland (F4AN), and Affiliate Member food distribution agencies believe that ***everyone in Canada has the right to physical and economic access, at all times, to sufficient, safe and nutritious food which meets their dietary needs and food preferences.***

FBC, OAFB, F4AN and Affiliate Member food distribution agencies will:

- Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, religion, sex, sexual orientation, income source, age, or mental or physical ability;
- Treat all those who access services with the utmost dignity and respect;
- Implement best practices in the proper and safe storage and handling of food;
- Respect the privacy of those served and will maintain the confidentiality of personal information;
- Not require payment of any kind for donated food or consumer products at any time from those individuals assisted by their respective programs;
- Acquire and share food in a spirit of cooperation with other food banks and food programs;
- Strive to make the public aware of the existence of hunger and of the factors that contribute to it;
- Recognize that food banks are not a viable long-term response to hunger, and devote part of their activities to reducing the need for food assistance;
- Represent accurately, honestly, and completely their respective mission and activities to the larger community.

MEMBERSHIP EXPECTATIONS and STANDARDS (MES)

As a member of Food 4 All Northumberland (F4AN), we pledge to operate our food distribution program using the following principles:

FOOD DISTRIBUTION PROGRAM RELATIONS

- We will strive to maintain collegial relationships with other food distribution programs associated with F4AN.
- We will conduct our public relations within our collective communities in a way that supports the people we serve and presents a positive image for all food distribution programs.
- We will not publicly slander or cast criticisms against any other food bank or feeding program regardless of membership status with F4AN.
- We will not use membership with F4AN as a leverage tool or position of power over another feeding agency.

CLIENT DIGNITY AND RESPECT

- We will treat every person requesting help with courtesy and in such a way that dignity and self-esteem are never compromised.
- We will serve those who come to us for help based on need and no other criteria.
- We will not discriminate against any person on the basis of race, sex, sexual preference, religion, disability, or source of income.
- We will respect the privacy of those we serve and maintain the highest standards of confidentiality.
- When we speak of people who use food banks we will do so with respect, recognizing that most people find themselves in this situation through no fault of their own.
- We will avoid stereotypes and generalizations.
- We will never compromise the dignity of people using food banks in any promotions, media contacts, or public education materials.
- We will strive to maintain a friendly and welcoming environment in our food programs.
- We will educate ourselves and others about the social conditions of those who need food banks.
- We will strive to understand the social context of people in need to the extent that our resources allow including social assistance and social service regulation; we will support those who ask for food assistance so they receive their entitlements and rights.

CLIENT EMPOWERMENT

- We will strive to include people who need food distribution program in our planning, decision-making, and governance.
- We will strive to provide information about other community services to those who come to us for help.

FOOD HANDLING AND DISTRIBUTION

- We will show our respect for food donors and clients by maintaining the highest possible standards for food storage, inventory controls, and stock rotation.
- We will never hoard food donations beyond our needs, but will share with other food banks as generously as we are able, recognizing that there are people in need in every community.
- We will contribute surplus food to F4AN for food sharing with all food distribution programs.
- We will strive to provide the most nutritionally balanced food hampers possible, respecting dietary restrictions, cultural traditions, and religious beliefs depending on availability of our supplies.
- We will accept no payment for the food we provide even if offered voluntarily and we will never require people who come for emergency food relief to work for food, or to participate in any religious or political activities.
- We will ensure that all food received from F4AN or elsewhere will only be used within our food distribution program and will not be sold (including fundraising initiatives), bartered, exchanged, or allowed to enter commercial channels for resale.

INTEGRITY AND ACCOUNTABILITY

- We will maintain the highest standards of integrity in our handling of financial contributions and we will provide our financial statements to donors and other members of our community in keeping with the requirements of Revenue Canada.
- We will collect all statistical records of the number of families and individuals we serve and will enter the information into the Link2Feed system monthly, to be used as public education material and to determine our fair share of food industry donations under the National Food Sharing System.
- We support the efforts of F4AN, the Ontario Association of Food Banks, and Food Banks Canada, to lessen the need for food banks.
- We will acknowledge F4AN's contribution to the success of our food distribution program where reasonable and practical in promotions and publicity.

DRIVING POLICIES

In addition to all of the County's driving policies, the following are in place to guide the people that operate Food 4 All Northumberland's warehouse vehicles. As the number of warehouse drivers increases, these policies will ensure consistency with the roles and responsibilities for everyone.

- Whether you are a County staff member or warehouse volunteer, it is important to remember that every time you take a vehicle on the road to pick up or deliver, you are representing both Food 4 All and the County of Northumberland. ***As a result, you must present yourself in a professional and courteous manner at all times***;
- The role of driving for the Food 4 All operation should be considered a privilege, as you have been entrusted to operate expensive equipment on behalf of the County and Food 4 All;
- It is the responsibility of each driver to follow all of the rules of the road, including obeying posted speed limits, cellular phone usage, and all other provincial and municipal laws;
- ***All tickets or fines that are imposed on the driver as a result of any neglectful acts will be the sole responsibility of that driver***, not of Food 4 All Northumberland or the County of Northumberland.

Each time a driver is using a warehouse vehicle for a pick-up or delivery on behalf of Food 4 All/ Northumberland County, that driver must complete the **Pre-Trip**, **During Trip**, and **Returning to the Warehouse** procedures, as outlined below.

PRE-TRIP

1. ***Perform vehicle "circle check" and complete the pre-trip inspection form prior to moving any vehicle***.
    - This inspection must be done once a day by the first person that will be driving the vehicle;
    - If anyone else drives the vehicle during the same day, they must sign the form as an additional driver on that date;
    - If, while performing the pre-trip inspection, any major defects are notice in the vehicle, make note of it and immediately inform the warehouse manager. In this situation, the vehicle cannot be driven until the defect is fixed;
    - As part of the pre-trip inspection the driver must also check the fluid levels including fuel, windshield fluid, and oil.
2. The "Driver Log" (Appendix C) must be filled out before the trip starts, including the date, driver name, start time of the trip, and the odometer reading both before and after the trip has been made.
3. In cold weather, the driver must ensure that the engine block heater is unplugged and that the cord is stored safely on the cord hanger outside.
4. The 5 ton truck has a diesel engine, therefore it is important to follow the proper start-up procedure with this vehicle, including:

- Ignition key must be turned to forward position (without firing engine) to allow vehicle ignition to cycle
- Once all lights have turned off, the engine can be turned on
- (In cold months, engine block heater must be unplugged prior to vehicle moving)
- Truck should be allowed to warm-up for a minimum of 5 minutes before vehicle is to be driven
- Failure to follow the proper process could result in damage to the vehicle.

5. If the truck has been preloaded, the driver must check to make sure the load has been secured using the load bars. The roll-down door must be closed and the latch properly secured.
6. All mirrors must be properly adjusted and cleaned if necessary.

DURING TRIP

1. ***Drivers must obey all provincial and municipal traffic laws while driving***.
   - This includes watching for provincial weigh scale locations and entering the location when the appropriate lights are flashing.
2. When arriving at another warehouse the driver must adhere to any and all of their warehouse rules including conduct, and health and safety regulations;
3. ***When loading product from another warehouse, the driver is responsible to ensure that all loads are within the legal weight limit allowable on the vehicle***.
   - Most pick-up locations will supply the driver with a **Bill of Lading** that should state the weight of the product being picked up;
   - If the weight is unknown, the driver must make every effort to ensure that the truck is not overloaded.
4. The driver must sign for any product picked up and keep a copy of all paperwork.
5. ***The driver must ensure all loads are loaded and secured properly for transport back to 600 William Street.***

RETURNING TO THE WAREHOUSE

1. If the vehicle is returning to the warehouse with product, all drivers must check-in with warehouse staff for assistance with product removal;
2. If the vehicle is returning to the warehouse without product, all drivers are responsible for unloading any empty pallets and other material from the back of the vehicle;
3. ***After the vehicle has been unloaded or emptied, the driver or person that unloaded the vehicle is responsible for sweeping out the back***;
4. The driver must make sure to remove any food or beverage containers or other garbage from the vehicle after they are finished their route;
5. The driver must put any paperwork from the load in the warehouse office;
6. ***When necessary in cold weather, the driver must plug in the engine block heater***;
7. Once their driving is done on any specific day, all drivers must complete the daily hour log sheet.

DRIVER REQUIREMENTS

All drivers are required to wear CSA approved footwear.

- Food 4 All Northumberland will provide each driver with a ***shoe allowance of up to $100.00 every 2 years to facilitate this requirement***;
- The warehouse manager will also provide every driver with warehouse/County labeled clothing including shirts, hats, and jackets to help identify them as representatives of F4AN/Northumberland County.

All drivers will have a drivers abstract done by the County on an annual basis. The warehouse manager will provide all necessary paperwork to each driver to complete and will forward all information to the County's HR department for processing.

Failure to adhere to the above policies may result in the loss of driving privileges.

OPERATING POLICY ONE: MEMBERSHIP

PURPOSE

The purpose of this policy is to:

- Provide a defined structure to the membership of the Food 4 All Northumberland (F4AN) food distribution warehouse;
- Outline requirements for F4AN membership;
- Provide clear rights, responsibilities, and limitations for Members;
- Formalize the fee structure of the F4AN and its Member food distribution programs, and;
- Define F4AN's relationship with the Ontario Association of Food Banks (OAFB).

STRUCTURE

General

- F4AN members are not-for-profit food distribution programs, operating in the County of Northumberland;
- These members must meet the standards outlined in the Membership Expectations and Standards (Appendix D).
- Members will fall under one of the following categories:
    - Food Bank
    - School Nutrition Program
    - Community Group.

Boundaries

- Community boundaries shall be determined according to the municipal definitions outlined in the Ontario Municipal Act 2001;
- ***All members must be a steward of food for the community they serve***. There are limited numbers of each type of membership per category available in each community;
- ***OAFB encourages regionalization in order to improve service delivery to food banks across the province.*** In Northumberland County, F4AN will act as the regional member that will redistribute food products received from the OAFB to individual F4AN members;
- In order to minimize duplication of service, ***all Food Bank members must agree to focus their efforts on clients who reside within their community boundaries.*** Clients from outside their local area may be serviced on an emergency basis but must be referred back to their local Food Bank for ongoing assistance;
- ***All members agree not to fundraise within another member's boundaries without their expressed written permission.***
    - Fundraising activities include direct mail, telephone solicitation, e-mail solicitation, events, in-store promotions, and local corporate requests.

- ***All Members agree not to conduct food raising activities within another member's boundaries without their expressed written permission.***
    - Food raising activities include the organization of food drives or the direct and active solicitation of food companies via telephone, email, letter mail, or in-person.
    - This stipulation excludes any food drives or donations from food companies that have chosen, without active solicitation, to donate directly to a member outside of their boundaries.

REQUIREMENTS FOR MEMBERSHIP AND APPLICATION PROCESS

General

- ***All members must collect and distribute food to persons as part of their operation;***
- All Food Bank and Community Group members ***must sign the Membership Expectations and Standards (MES)*** (Appendix D) ***sheet on an annual basis;***
- All members must pay an annual membership fee;
- ***All members must be located within the boundaries of Northumberland County.*** There are exceptions to this, including OAFB hub recipients and some KPR/PVNCC District schools;
- All members shall adhere to the F4AN Standards of Operation and Operating Policies and Procedures;
- ***Members must make every reasonable effort to ensure their food distribution program is barrier free for those with disabilities;***
- Members must demonstrate the ability and willingness to communicate with the F4AN office in a timely manner;
- Members must have an active email address or fax line;
- ***Food Bank and Community Members must be open to service clients for a minimum of 4 hours per month.***

Application Process for New Members

- ***Any not-for-profit group that wishes to become a member of F4AN must submit a F4AN Application for Membership*** (Appendix E) ***to the F4AN office***;
- Following the declaration of intent, the F4AN Operations Manager will determine the need and serviceability of the applicant;
- ***Whenever deemed necessary, F4AN office staff will conduct a site visit to review organizational policies, procedures, and capacity***;
- Upon completion of a site visit, the F4AN staff person or authorized representative shall make any necessary recommendations for improvement to organizational policies, procedures, or capacity. ***A completed Application for Membership and a site visit do not guarantee membership with F4AN***;
- The F4AN office staff will bring forth a recommendation to the Operations Manager and Social Service management team that shall accept, decline, or offer conditional approval to the prospective member;
- New members will immediately sign the Membership Expectations and Standards (MES) sheet and pay the appropriate F4AN annual membership fees;

- ***Any applicant that is declined membership from F4AN will receive notice in writing from the F4AN Operations Manager explaining why membership was not conferred***;
- Any applicant that is declined membership may apply to the F4AN for membership again after implementation of recommendations for improvement from the previous application.

Membership Renewal

- ***Each member in good standing with F4AN will automatically have their membership renewed each calendar year.***
    - Annual membership fee invoices will be mailed out in mid-January of each year and all outstanding membership fees must be paid by March 31st of each year.
    - Each member will be required to fill out and sign an updated Membership Expectations and Standards form and return with their annual payment.
- ***Any member that allows their membership to lapse will be subject to the application process again;***
- Any member that has had their membership revoked for breach of F4AN policy or failure to comply with F4AN's Membership Expectations and Standards will be subject to the application process for new members.

MEMBERSHIP RIGHTS, RESPONSIBILITIES AND LIMITATIONS

Rights

- All members have equitable access to locally and provincially donated food;
- All members will be notified of the activities of F4AN as well as F4AN events;
- All members have the opportunity to attend local meetings and workshops.

Responsibilities

- ***All F4AN members must agree not to share food with non-F4AN member groups.*** Any requests from non-F4AN member groups must be referred to F4AN for assistance;
- All members must accept responsibility for all of the food they receive from F4AN, including its proper storage and fair distribution;
- ***All members must sign and abide by the Membership Expectations and Standards (MES);***
- All member Food Banks must post a signed copy of the Statement of Commitment in a public area within their food bank;
- ***Members shall be responsive to the needs of the clients they serve.*** Wherever possible members shall maintain flexible hours of operation and a location that is accessible;
- All members must meet minimum operational expectations:
    - Members must have adequate storage space and appropriate temperate storage for any perishable product;
    - Members must be flexible and willing to pick up their allotted product on predetermined days.
- ***All members are responsible for documenting and reporting the movement of food through their food distribution program***;

- ***All members must adhere to the guidelines for distribution and solicitation set out in F4AN Operating Policy Three: Distribution Guidelines***;
- All members must submit food distribution data and hunger count data onto the Link2Feed system;
- ***Members must refrain from collecting inappropriate demographic data as outlined in Operating Policy Two: Clients***;
- All members must maintain an active fax line or email address.

Limitations & Expectations

- ***Members are not to share information, provide resources to, or use the services of any F4AN or OAFB prohibited organization***. Prohibited designation is a protective measure for F4AN, OAFB, and its members.
- F4AN will not provide financial assistance to member food distribution agencies that are in crisis. ***Assistance will be limited to emergency food relief.***

FEES

Food 4 All Northumberland Member Fees

- With the assistance fo the County's Fianance department, F4AN will administer and collect membership fees for all member food distribution programs on an annual basis;
- Membership fees to be paid by each member are determined by the type of membership group that they are, and the amount of product they received from the warehouse during the previous calendar year.
- The fee schedule is outlined in the County's fees and charges by-law and will be looked at on an annual basis.
  (For the most up to date membership fee level contact the Warehouse manager or the County's finance department)

PROVINCIAL REPRESENTATION

Membership

- The F4AN is the distribution hub of the Ontario Association of Food Banks (OAFB) for the County of Northumberland;
- ***All members of F4AN are able to benefit from the services of the OAFB via their membership in the F4AN***;
- Food Banks Canada (FBC) is the national representative of OAFB member food banks;
- Any mass communication to F4AN member food programs must be approved by F4AN.

Expectations and Responsibilities

- All expectations and responsibilities between F4AN and OAFB are governed by the OAFB operating policies.

REVIEW PERIOD

This policy is reviewed annually by the F4AN Operations Manager and Social Service division managers as required.

OPERATING POLICY TWO: CLIENTS

PURPOSE

The purpose of this policy is to ensure that members of the Food 4 All Northumberland (F4AN) warehouse have a clear set of guidelines to govern their interactions with those that they serve.

- These guidelines provide protection for clients and caregivers and ensure that there are appropriate mechanisms for addressing concerns.
- This policy is also intended to assist each member food distribution program with their responsibilities in terms of the federal *Personal Information Protection and Electronic Documents Act (PIPEDA).*

All member groups of F4AN will be referred to as "members" in this document. This policy will apply to all groups that distribute food to any individuals including Food Banks and Community Groups.

This policy outlines a series of principles, privacy guidelines, client privileges and responsibilities, guidelines for referral and refusal of service, and a complaints process and procedure.

PRINCIPLES

This policy is intended to ensure the principles of protection of privacy, maintenance of dignity, member autonomy, and respect for clients and caregivers. These principles are explained below.

Protection of Privacy

- *Members* must strive to ensure that all information provided to them by those they serve remains private and confidential;
- Members must also ensure they meet the requirements of consent, access, and clear usage, while ensuring that information is safely stored.

Maintenance of Dignity

- Every effort must be made to maintain the dignity of those served by members.

Member Autonomy

- Although there is a set of system-wide guidelines for the entire province, all efforts should be made to resolve any member issues at the local level.

Respect for Client and Caregiver

- The interaction between staff or volunteers at a *member* program and those that they serve must be one of mutual respect.

PRIVACY

Client Provision of Basic Information

Those served by members may be asked, on occasion, to disclose the following information:

- Full name(s);
- Address;
- Birth date(s) of those served including children, and;
- Sources of income.

Those served by members may be asked to present the following information or documentation:

- Birth certificates for all individuals who require service;
- Photo identification for all individuals older than 18;
- Proof of residency including, but not limited to, a telephone, hydro or cable bill, a driver's license, or cheque.
    - In special circumstances, clients shall be permitted to provide interim residency information without documentation on a temporary basis until proper documentation can be produced.

Note: This information or documentation cannot be recorded or photocopied by the member.

Collecting and Using Information

Members must abide by the following guidelines when collecting and using information:

- The member must provide an explanation of how they intend to use the information that they are collecting;
- The member must obtain consent for the collection of any data beyond the basic information as outlined above, including:
    - Social Insurance Number (SIN);
    - Driver's License Number;
    - Employment type;
    - Family type (i.e. marital status);
    - Other demographic information.
- Consent can be obtained in person, by phone, by mail, and by email. A record of consent for the information must be kept on file;
- When obtaining consent, m*embers* must clearly state to the client any other members or outside agencies with whom they intend to share the personal information with;
- Information should be collected and stored in a private manner, which cannot be seen by other clients or staff and volunteers who do not require it for the purposes of fulfilling their responsibilities.
- Safeguards should be put in place to limit access to information or confidentiality agreements for staff and/or volunteers.
- All records on individuals or families served by m*embers* must be destroyed seven years after the last point of service.

Disclosure of Information to Clients

An individual should have access to all information that has been collected about them; however, members may refuse an individual access to personal information for the following reasons:

- It would reveal personal information about another individual;
- The organization has disclosed information to a government institution for law enforcement or national security reasons, or;
- Disclosure could harm an individual's life or security.

Access to information should be provided at no cost to the individual. Personal information should be corrected or amended immediately if it is inaccurate or incomplete.

Disclosure of Information About Clients

Members must make every effort to protect the privacy of those they serve. ***They must not share any personal information with another party.*** *Members* may disclose client information without consent only in the event that:

- A ***lawyer representing the member or F4AN*** is requesting the information;
- It is required in order to comply with a subpoena, warrant, or order made by a court or other body with appropriate jurisdiction;
- ***A government institution has requested the information***, identified its lawful authority to obtain the information, and indicates the disclosure is for the purpose of enforcing or carrying out an investigation, or gathering intelligence relating to any federal, provincial, or foreign law;
- It is requested by a different organization that is also a part of the caregiver network in the same community. This organization must:
    - Abide by this policy, and;
    - Have signed an information sharing agreement with the agency that is providing the information.
- It is requested by the Board of Directors of the member organization or the Board of Directors of the Ontario Association of Food Banks (OAFB) for an in-camera or closed meeting ***if the individual has presented a complaint or violation to the member food bank or OAFB in writing***, or;
- The client has expressly granted access to it for a certain individual.

Responding to Privacy Concerns

Each member must designate a staff person or volunteer to address any concerns that are brought forward by clients. If an individual wishes to report a violation, they must be provided with the process and procedures to do so, as well as a written copy of this policy. ***The F4AN office will also designate a staff person or volunteer to address any concerns brought forward.***

PRIVILEGES

Those served by members in Northumberland County have, and should be aware of, the following privileges:

- To be served with ***dignity and respect***;
- To be ***served based on need and no other criteria***;
- To be served regardless of race, sex, sexual preference, religion, disability, or source of income;
- To have any personal information that is provided to any members program kept private and confidential;
- To be ***informed about the usage and storage of their own personal information***;
- To request any records or files including their own personal information and to have that information provided within a reasonable time period;
- To be ***served equitably in relation to others who make use of any other member programs***;
- To request preferred food items when practical and available in order to meet dietary needs;
- To be provided with information regarding community services and other community providers;
- To be ***asked for consent for the provision of any personal data beyond basic information***;
- To be informed for the reason for referral or refusal of service both verbally and in writing, and;
- To be able to bring their concerns or complaints to the staff or Board of Directors of the *Member* program, F4AN, and where applicable the OAFB.

RESPONSIBILITIES

Those served by food programs in Northumberland County have, and should be made aware of, the following responsibilities:

- To ***be courteous and polite***;
- To provide identification for each member of the family or each person that is served;
- To ***provide information requested by the member program within the guidelines of privacy and confidentiality***;
- To abide by the policies and procedures of the *member* program;
- To inform the member of any changes in personal status;
- To refrain from calling staff and volunteers at their homes, and;
- To ***ask volunteers or staff to perform only those tasks that have been requested or approved***.

REFERRAL AND REFUSAL OF SERVICE

Referral of Service

An individual or family served by a member program in Northumberland County may be referred to another agency if:

- They reside outside the *member's* designated catchment area or geographic area of service, or;
- They have needs that cannot be met by the *member* due to nutritional requirements or the capacity of the *member* to provide them service.

Refusal of Service

An individual or family served by a member program in Northumberland County may be refused service if:

- They are unable or unwilling to fulfill their responsibilities;
- Any person is intoxicated or under the influence of narcotics while attempting to be served;
- They are verbally or physically abusive to staff, volunteers or board members while attempting to be served;
- It is found they are selling food that was provided by any member;
- They have provided false information to the member, or;

Appeal

If an individual or family wishes to appeal a referral or refusal of service, they must follow the complaints process and procedure outlined below.

COMPLAINTS PROCESS & PROCEDURE

Sequential Process

If an individual or family that is served by a member wishes to report a violation of this policy, they must go through the process outlined below. This process is sequential; therefore, unless the issue involves extraordinary circumstances, the individual or family lodging the complaint cannot pass over any of the steps below.

1. ***Verbal: Senior Staff/Volunteer***
   The complaint should be communicated verbally to the most senior staff person or volunteer at the *Members* location.
2. ***Written: Member Organization Board of Directors***
   All written complaints must be brought forward to the Board of Directors of the member's program for discussion and resolution. The written complaint must include the date and description of the violation.
3. ***Verbal: F4AN Office***
   The complaint must be reported to the Operations Manager.
4. ***Written: F4AN Office***
   All written complaints must be sent to the Operations Manager who will then submit them to the Director of Community and Social Services for discussion and resolution. The *member* must be given at least 10 business days' notice that the matter is being brought forward for discussion.

Complaints Procedure

At each step in the process, it is the responsibility of the member and/or F4AN to do the following:

- Record the date that a complaint is received and the nature of the complaint;
- Acknowledge receipt of the complaint;
- Contact the individual to clarify the nature of the complaint;

- Notify the individuals of the outcome of the investigation in a prompt and succinct manner, and;
- Correct any inaccurate personal information or modify policies and procedures based on the outcome of the complaint.

Awareness and Point of Contact

All staff and volunteers must be made aware of policies and procedures for complaints.

All staff members are required to know to whom various complaints should be referred to within the organization.

Resolution of Complaints

Complaints will result in one of the following resolutions:

- ***Termination of membership with Food 4 All Northumberland (F4AN).***
  - If the complaint is found to be an accurate account of a violation of this policy, the membership of the member in question will be terminated;
  - The member must be provided the reason for their termination in writing, and the date of the decision;
  - The individual who has logged the complaint will also receive notice of the decision.
- ***Recommendation for Change***
  - After the investigation, the F4AN may recommend changes in their policy or procedure that must be implemented in order for the member to retain membership in the organization;
  - Such recommendations must be reasonable and be provided in writing to the member.
- ***Written Notice of Resolution of a Complaint***
  - If the complaint is found not to be a violation of this policy, the member will receive a letter of notice indicating that the matter has been resolved;
  - Issuing of a letter of notice by F4AN will not result in action or prejudice against the member in any aspect of its relationship with F4AN;
  - The individual who has logged the complaint will also receive notice of the decision.

OPERATING POLICY THREE: DISTRIBUTION GUIDELINES

PURPOSE

The following document will outline the guidelines for food distribution from Food 4 All Northumberland (F4AN). The purpose of this policy is to:

- Establish a framework for how food flows to F4AN and throughout Northumberland County;
- Formalize the policies and procedures that exist for food distribution in Ontario;
- Ensure effective working relationships exist between food banks and donors, and;
- Establish a system that is easy to use.

The policy covers areas including principles, system guidelines, network organization, acquisition, responsibilities, scheduled pick up days, and a hunger count tracking system.

PRINCIPLES

The principles of shared responsibility, equity, flexibility, capacity, clarity, continuous improvement, and quality and safety guide Northumberland County's food distribution network and are described below.

Shared Responsibility

Northumberland County's food distribution network should be a model for collective ownership and responsibility. This model is validated through:

- All network partners, including the Ontario Association of Food Banks (OAFB), F4AN and its members, sharing the costs associated with distribution,
- Activities performed by network partners meeting the highest standards of quality, safety, and ethical practice.

Equity

Network partners will make every effort to ensure that major food donations acquired at a regional, local, and national level are shared equitably within the network.

This does not mean that all donations are shared amongst all members, but that the network should ensure that on balance, all participants have access to a diverse range of high quality product.

Flexibility

The acquisition and distribution of food to emergency food programs is a challenging endeavor***. All parties associated with the acquisition and distribution of food must demonstrate flexibility in their operations.***

- There are several factors that call for flexibility, including ***limited human and financial resources, inconsistent supply, and changing demand***;
- All network partners must be flexible and realistic in their expectations of one another;
- The network must make every effort to be flexible and responsive in order to meet the changing requirements of the food industry and clients;
- Finally, the entire network must be flexible in recognizing certain differences in organization and approach amongst members.

Capacity

F4AN has a finite and limited capacity. ***At a local level, members have a finite and defined capacity to acquire, store, and move product.***

- All partners will make every effort to ensure that the system capacity can meet their demand;
- ***Partners must recognize that at certain periods, and due to limitations, there will be occasions when product cannot be absorbed at a provincial, regional or local level***, or that the transport of product becomes delayed;
    - For example, during food drives, space and transport are at a premium.

Clarity

All partners in the network must have a clear understanding of their roles and responsibilities, as well as their expectations of the network. These roles, responsibilities, and expectations are outlined in this policy.

Continuous Improvement

The network must strive to continuously improve and to keep up to date with changes and updates to the system.

- Mechanisms such as regular assessment, real-time tracking, feedback, and evaluation, help to update and improve the network.
- Continuous improvement is important to confirm that partners are ensuring that they are meeting the changing needs of those they serve, and that the network continues to meet its mandate.

Quality & Safety

Hundreds of thousands of Ontarians are served by food banks every month, receiving items from frozen soup to fresh milk.

- Partners in the network will strive to acquire and distribute high quality, safe food and consumer products for those in need.
- Policies and procedures are put in place in order to maintain food quality and safety.

SYSTEM GUIDELINES

Basic Guidelines

4 basic guidelines govern Ontario's food bank network and are explained below.

1. ***Standards***
    - All members of the network will abide by the F4AN's Membership Expectations and Standards (MES) as well as this policy.
2. ***Sharing***
    - All surplus and major donations to members should be shared at a regional, provincial, or national level.
3. ***Solicitation***
    - Food solicitation will be coordinated at the provincial level and carried out at a regional level with agreement from local food banks.
4. ***Safety***
    - All Members of the network will recognize and implement food safety and handling standards.

Product Refusal

Due to regulations set out by the OAFB, the network is not able to accept all food donations. The products listed below must be refused by the network.

- Baby food, infant formula, and nutritional supplements beyond their code date;
- Undocumented product which is of the variety that normally requires labeling as per Federal Guidelines;
- Medicine, including therapeutic, over the counter, or prescription drugs;
- Product of unknown origin;
- Potentially hazardous product, as defined by *Federal Provincial Guidelines on Food Safety in Food Banks*, beyond code dates ***unless accompanied by documentation from donor indicating that the product is safe for consumption***.

ACQUISITION

As a member of the OAFB and FBC, F4AN must follow very specific guidelines regarding the acquisition of food within Northumberland County and throughout the province of Ontario. As a result, all members of F4AN must also follow these same guidelines at the local level including:

Geography

For the purposes of efficiency, clarity and equity, F4AN members **will not** ***solicit food donations in the communities of other F4AN members, without consultation and agreement from that member.*** This guideline reflects a nationally agreed upon solicitation principle.

Coordination

F4AN will act as the lead for coordinating acquisition activities. ***When necessary, F4AN will assist local members in coordination and acquisition activities across the County through the sourcing of food products and logistics at a local level.***

Food acquired by F4AN will be stored and if necessary sorted at the warehouse for redistribution to local members.

RESPONSIBILITIES

Each player in the network of food banks has their own responsibilities that contribute to the overall success of the program as a whole. These key players are listed below, as well as their individual responsibilities.

National Warehouse (Daily Bread Food Bank)

- The National Warehouse stores all provincial donations for distribution across Ontario.

Ontario Association of Food Banks (OAFB)

The OAFB has several responsibilities that help to support their goals and the goals of the network. The key responsibilities of the OAFB are outlined below.

The OAFB sources food products and their transportation, and manages logistics at a provincial level through:

- Allocation and coordination of the movement of product from the National Warehouse to OAFB members;
- Provision of accurate information regarding product shares to hubs and distribution centres in a timely manner;
- Coordination of a shipping schedule for provincially donated product, in partnership with distribution centres, hubs, and member, and;
- Determination of enrollment in provincial programs including the Milk Programme and reclamation.

The OAFB is responsible for coordinating acquisition efforts through:

- The Food Acquisition and Distribution Committee;
- Assisting with acquisition efforts at a regional and local level;
- Managing a food donor information management portal, and;
- The coordination of major donor recognition efforts.

The OAFB must mediate any disputes between members regarding any of the topics outlined within this document.

The OAFB coordinates the provincial Food Acquisition and Distribution Committee.

The OAFB provides operations support in the form of resources and training.

The OAFB shares in the costs of distribution through the provision of financial compensation.

The OAFB creates report on food donations and distribution activities.

The OAFB provides relevant information and instruction to donors.

The OAFB must report any suspicious activities regarding food donations or prohibited organizations to members.

OAFB Distribution Centers (F4AN)

Each distribution centre operating under the Ontario Association of Food Banks must undertake the following responsibilities:

- Schedule and execute deliveries in collaboration with members;
- Distribute allocated product to predetermined locations within their distribution zone in accordance with their distribution agreement;
- Communicate the availability of additional product to OAFB;
- Abide by individual distribution agreements;
- Store and coordinate the transport of regional food donations;
- Report all donations;
- Report on condition, quantity, and delivery date of product received;
- Ensure fair and equitable food distribution within regions as well as between regions;
- Notify OAFB home office, zone hubs, and member agencies of any changes that may influence the operation of the distribution network. For example, shut-down periods, special holiday hours, etc.
- Provide relevant information and instruction to donors;
- Report any suspicious donation activity or contact with prohibited organizations to OAFB home office.

Food 4 All Northumberland

Food 4 All Northumberland, like other member distribution agencies, has the following responsibilities:

- Distribute product to F4AN members in the area, according to their individual Link2Feed distribution numbers;
    - This helps to ensure that product distribution is done as fairly as possible
    - It is mandatory that all members track hunger counts consistently, using the Link2Feed system;
    - Please see the “Link2Feed” section (page 55) for more information.
- Communicate the availability of fresh product, when it is available, to warehouse members;
- Communicate the availability of additional product to OAFB;
- Advise and consult with OAFB regarding food solicitation efforts within the local community;
- Report on the condition, quantity, and delivery date of product received;

- Notify OAFB home office and local distribution centre of any changes that may influence the operation of the distribution network;
- Provide relevant information and instruction to donors;
- Report any suspicious donation activity or contact with prohibited organizations to the OAFB home office.

Food 4 All Northumberland Members

All members of F4AN have their own responsibilities to abide by, which include:

- Ensuring there is adequate storage space, appropriate hours of operation, and that representatives are available to pick up allocated product at predetermined times as determined by F4AN;
- Reporting on the condition, quantity, and delivery date of product received;
- Adhering to Federal and Provincial regulations;
- Members must share food equitably and fairly with their member clients;
- Reporting any suspicious donation activity to the F4AN office.

Donors

Those wishing to donate to F4AN or OAFB must:

- Ensure the safety and quality of their donations;
- Notify OAFB of any food recalls as they pertain to the donations;
- Provide accurate information about donations.

PICK UP DAYS

The F4AN warehouse hours are Monday to Friday from 9:00 am until 1:00 pm.

Designated pick up days will be as follows:

Monday	Food Banks and Schools
Tuesday	Community Groups
Wednesday	Food Banks and Schools
Thursday	Community Groups
Friday	All Members

HUNGER COUNT TRACKING

Each F4AN member will be required to record food distribution and client data into the Link2Feed system on a monthly basis.

- Food Bank members are required to collect specific client data and enter that information into the Link2Feed system;
- Meal and snack programs are required to input raw data including number of adults and children that were assisted in a given month;

- F4AN will use all collected data to assist with OAFB and FBC annual hunger count reports;
- Accurate submissions are important to ensure that each member is receiving their fair share of products available in a given month.

More information regarding the Link2Feed system can be found in Appendix ?.

REVIEW PERIOD

This policy will be reviewed on an annual basis by F4AN's Operations Manager and other Social Service division managers as needed.

SECTION 2: OPERATIONAL PROCEDURES

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OPERATIONAL PROCEDURES

The following guidelines outline specific procedures that must be followed in the daily operation of the Food 4 All warehouse.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Warehouse staff are required to wear CSA approved footwear at all times.

Warehouse volunteers are encouraged to wear safety shoes and are required to wear closed toed shoes.

All ***warehouse visitors*** are required to wear closed toed shoes every time they visit the warehouse to pick up product.

Only trained staff or volunteers will be permitted to operate any of the warehouse equipment including:

- Forklift;
- Electric and manual pallet movers;
- Receiving doors;
- Dock lock;
- Electric dock plate.

Any volunteers that are trained in the safe operation of any equipment including manual pallet mover, electric pallet mover and fork lift ***must wear steel toed foot wear***.

OPENING PROCEDURES

Upon entering the warehouse:

- Turn on the lights to the members receiving area and the main warehouse;
- Unlock and open the gate leading into the main warehouse area;
- Check the temperatures of the walk in cooler and freezer and record on the daily tracking sheet;
- If necessary, turn on ceiling fans and oscillating fans in the warehouse.

Make sure warehouse doors are closed and locked so the general public is not able to enter the facility without being let in by warehouse staff or a volunteer.

DISTRIBUTION RECORDS

All product that is distributed from the warehouse needs to be accounted for.

All regular distributions to local members must be recorded onto a blank Warehouse Food Tracking sheet (Appendix F).

All other distributions including pick-ups and deliveries will be recorded on the appropriate sheet.

Once the sheets are completed, ***they need to be signed by a representative from the group receiving the product.*** If necessary, make a copy of the signed sheet, keep the original and give the copy to the member representative.

All completed sheets will be filed in the warehouse wall file. These sheets will be gathered from the wall file on a weekly basis, taken to the office and input into the computer tracking file.

No product is to leave the warehouse without being recorded and signed for.

ASSISTING MEMBERS

As often as possible, members should be encouraged to schedule appointments in advance. Once a member arrives and rings the bell, they need to be let into the building.

Prior to granting anyone entry:

- Check to make sure all individuals from the group are wearing the appropriate footwear;
- For health and safety reasons, we will not allow anyone with sandals, flip flops or any other open-toed shoes to enter the warehouse area.

Food Bank Orders

Food bank orders are completed in advance of their arrival.

When an individual representing a food bank arrives:

- Ask them to back their vehicle into receiving door number 1;
- Proceed to unload their order onto the receiving plate and if necessary, assist them with loading the product into their vehicle
- Once the non-perishable product has been loaded, confirm what fresh and frozen items they would like and retrieve those items from the cooler and freezer;
- Once all the items have been loaded into the vehicle complete the warehouse sheet and have the member sign to confirm the quantities;
- If asked, make a copy of the signed sheet and give one copy to the member and file the original copy in the warehouse wall file.

Non-Food Banks Orders

Individuals that do not represent a food bank are permitted to gather product from anywhere within the designated picking area (grey floor area). Areas outside the designated picking area are off limits to agency representatives unless they are accompanied by a warehouse staff or volunteer.

When an individual NOT representing a food bank arrives:

- Show them (remind them) where the designated picking area is and when necessary, accompany them to the cooler and freezer to get fresh and frozen items;
- Once their order is complete, fill out a warehouse sheet recording what they have;
- Have the member sign the sheet and if necessary make a copy of the signed sheet;
- File the original signed sheet in the warehouse wall file.

For health and safety reasons, it is necessary to limit the number of groups and individuals in the warehouse at any one time. Do not allow groups or individuals to wander around the warehouse – wen outside the picking area, they must be accompanied by a warehouse staff person or volunteer.

ORDERS

Picking Orders

Most groups will be tasked with selecting their own orders when they arrive at the warehouse.

- Food bank orders will be put together and palletized in advance of their arrival.
- All food banks and other members, that have elected to pay the additional fee, will be allotted 1 case per month of each of the "Top 12" purchased items.
    - If a food bank does not have an appointment in a given month they will forfeit their allotment of these items for that month.
- All other items will be distributed to groups based on their hunger count and the amount of product in the warehouse when they arrive for their pick up.
- When available, orders will be picked based on lists supplied by the groups, keeping in mind what they are limited to, their hunger count, and the inventory levels of products.

Monthly School Orders

Monthly school orders are scheduled for pick-up on the 2nd Wednesday of every month. Once all orders have been received via e-mail, they need to be transferred onto the 3 page School Order Sheet (Appendix G). We will assemble each school order on the day prior to pick-up.

- ***The orders must be sorted into 2 pick-up areas (Cobourg/Port Hope and Nort/East)***, arranged alphabetically, and put together near Receiving Door number 1.
- ***The School Order Sheets need to be filled out with the school name***, contact name and delivery date. In addition, fill in the total number of cases and record the weight, if possible.
- ***Once the orders have been completed***, attach a sticker with the school name and total number of boxes in the order (including fresh product) on each of the boxes designated for that school.
- ***When all the papers have been filled out***, remove the top (white) copy from the order and file in the warehouse wall file.
    - The remaining 2 copies need to be included with the individual school orders.
    - One copy will go to the school and one copy will go with the courier.

On the morning of the actual school delivery, ***one warehouse staff person is required to be at the warehouse for 7:00 am***.

- There will be 2 courier trucks arriving at the warehouse to pick up the school orders.
- Each truck will back up to Receiving Door number 1 and a warehouse staff person must assist the driver with loading each individual school order onto the truck.
- The drivers will inform the staff person the order in which they would like the orders loaded onto their truck.
- If necessary, make sure to add the refrigerated product to each order before the driver leaves.

EQUIPMENT OPERATION

Electric Receiving Door Operation

There are two electric receiving doors located at door numbers 1 and 3.

- ***Only trained and qualified individuals*** are permitted to operate either of these doors.
- The doors are not to be opened by anyone other than warehouse staff or designated trained volunteers.
- Truck drivers, under no circumstances, are permitted to operate any of the warehouse's receiving equipment.
- It is the responsibility of the trained individual to make sure that no one is near or under the door prior to or during its operation.
- The individual operating the door must not leave the area of the control panel during the opening or closing of the door.

If any untrained or unauthorized individuals are seen operating the doors it must be brought to the attention of the manager immediately.

Manual Receiving Door Operation

The manual receiving door is located at dock number 2.

- ***Only trained and authorized individuals*** are permitted to operate the manual receiving door.
- It is the responsibility of the door operator to ensure that no one is under or near the door during the time it is being opened or closed.
- The door must be opened or closed using the chain pulley located on the right hand side of the door.
- Once the door has been fully opened or closed the chain must be secured in the chain holder located on the door frame.
- When the door has been closed, and after the chain has been secured in the chain holder, the door locking lever must be secured on the door.

Electric Dock Lock Operation/Wheel Chocks

Prior to entering any vehicle used for loading or unloading warehouse product, personnel and volunteers must make sure vehicles have been safely secured.

- ***For vehicles backed into door 1***, you must ensure that the trucks wheels have been chocked before entering the vehicle.
- ***For trucks backed into door 2 or 3***, you must ensure that the dock lock has been activated and is operating correctly.

Once the truck has backed into the dock:

Door 1:

1. Make sure the truck is properly lined up with the receiving door and, if necessary, inform the driver to move.
2. Ensure the driver has set the truck's emergency break.
3. Have the driver chock the truck wheels.
4. Continue with the Electric Dock Leveler instructions below (Figure 1).

Doors 2 and 3:

1. Make sure the truck is properly lined up with the receiving door and, if necessary, inform the driver to move.
2. Ensure the driver has set the truck's emergency break.
3. Engage the dock lock unit and check to confirm it has connected with the trucks bumper unit.
4. Continue with the Electric Dock Leveler instructions below (Figure 1).

Electric Dock Leveler Operation

Only trained and qualified individuals are permitted to operate any of the 3 Electric Dock Levelers at the receiving doors.

Do not operate the dock leveler until a truck is in position against the dock bumpers. Once the truck is in the proper position, proceed with the following steps:

- Inform the driver that the truck must remain at the dock until otherwise notified.
- Verify that the truck is chocked or hitched.
- If necessary, remove the end loads with the ramp in the dock level (stored) position. See Figure 1

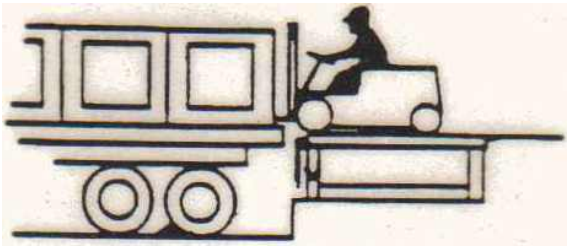
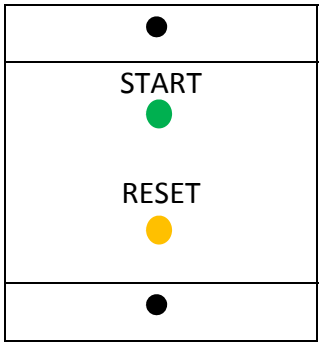


Figure 1

NOTE: If the truck to be serviced is below dock level, see operating instructions for *Below Dock Control (BDC)* in this section.

To extend the dock leveler lip onto the truck:

- Push and hold the starter control push button labeled "Start". The ramp will rise and the lip will extend once the ramp reaches the highest position. See Figure 2.



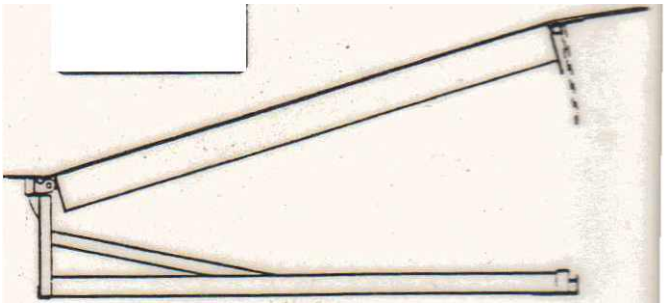


Figure 2

- Once the lip is fully extended, release the "START" button.
- The ramp and lip will lower until the lip rests on the truck bed, as shown in Figure 3 below.

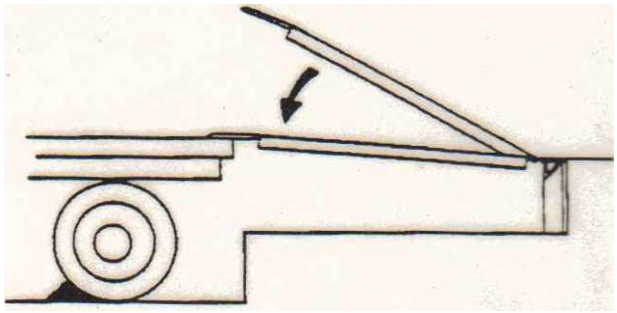


Figure 3

- Proceed with loading or unloading the truck.
- When the loading or unloading is complete, return the dock leveler to the stored position (***NOTE: this also applies to loading the end loads***):
    - Push and hold the "START" button. The ramp will rise and the lip will lower.
    - When the lip clears the truck bed, release the "START" button. The ramp will lower to the dock level (stored) position.
    - Check that the lip is not extended and that the ramp is supported by the stored lip before driving or walking on the ramp. The ramp should be level with the dock floor.
- Unchock or release the truck.
- Inform the driver that the truck may now leave the dock.

WARNING:

- Do not operate the dock leveler when there is anyone on or in front of it.
- Stay clear of the dock leveler when it is moving.
- Do not walk on the dock leveler or lip until it is fully extended and supported by the truck bed.

Below Dock Control (BDC)

In order to load the ends of the trucks, the ramp must be lowered without extending the lip. In order to do so:

1. Press the "START" button and hold it until the ramp is 6" to 12" above the dock level position. Release the button before the ramp reaches its highest position;
2. As the ramp is lowering, walk onto the ramp and pull the BDC handle, which is recessed in the front left corner of the ramp, until the lip extends enough to clear the front angle. Continue to hold the handle until the ramp passes below dock level. See Figure 4.

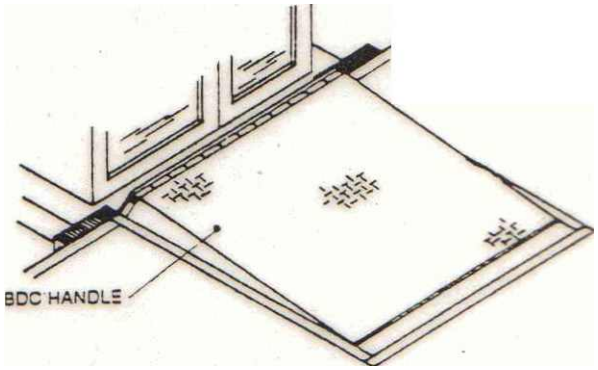


Figure 4

3. Release the BOC handle when the ramp passes below dock level.
4. When loading or unloading is complete return leveler to the stored position.
5. Check that the lip is stored behind the front angle and is supporting the ramp before driving or walking on the ramp. The ramp should be level with the dock floor.

SHIPPING PROCEDURES

Unless there are unusual circumstances, all orders to be shipped out from the warehouse will be put together in advance.

- The product will be packed the day prior to it being shipped out.
- Once the order has been packed, the paper work must be completed, including recording the following:
    - The destination;
    - The contact person;
    - The total number of pallets and cases and;
    - The total weight in pounds.

Once the driver arrives to pick up the product, assign them to an available door. If necessary, unlock and open the outside gate to accommodate tractor trailers. ***Once the driver has backed in to the assigned door proceed with the following:***

1. Secure the truck with the electric truck lock or have the driver chock the wheels.
2. Open the warehouse receiving door.
3. Open the truck door and remove the seal if necessary.

4. Operate the dock leveler to put the plate onto the back of the truck.
5. Put all products for that order onto the truck.
6. Verify count of total cases and pallets, if applicable.
7. Have driver sign and date the sheet verifying the count.
8. Make a copy of the signed paperwork, keep the original and give the copy to the driver.

Once the paperwork has been completed:

1. Activate dock leveler to remove it from the truck and return the plate to its normal storage position.
2. Close truck door if able.
3. Deactivate the electric truck lock.
4. Close the receiving door.
5. Escort the driver to warehouse door.
6. Once the truck has left, close the outside gate and lock it, if necessary.

RECEIVING PROCEDURES

Most loads that are received will be scheduled in advance; however there will be incidents when unexpected loads arrive at the warehouse.

When a truck arrives, assign the driver to an available door and open and unlock the outside gate if necessary. ***Once the driver has backed into the assigned door proceed with the following:***

1. Secure the truck with the electric truck lock or have the driver chock the wheels.
2. Open the warehouse receiving door.
3. Open the truck door and remove the seal if necessary.
4. Operate the dock leveler to put the plate onto the back of the truck.
5. Remove all of the products that are designated to the Northumberland location.
6. Verify the counts and confirm that the invoice matches. Make any required changes prior to signing the invoice.
7. Sign and date the paperwork.
8. Keep one copy of the signed paperwork for the internal records.

Once all of the products have been removed from the truck and the paperwork has been completed:

1. Activate the dock leveler to remove it from the truck and return the plate to its normal position.
2. Close the truck door if able to do so.
3. Deactivate the electric truck lock.
4. Close the receiving door.
5. Escort the driver to the warehouse exit door.
6. Once the truck has left, close the outside gate and lock it, if necessary.

PRODUCT PICK-UP PROCEDURES

All product pick up appointments will be arranged in advance by the warehouse manager. All of the required pick-up information including: location, time, appointment number, and total product to be picked up, will be given in advance to the driver.

On any occasion, the designated driver could be:

- The warehouse manager;
- The warehouse assistant, or;
- Any qualified and preauthorized warehouse volunteer.

Upon arrival at the pick-up location the driver must:

1. Identify themselves as a Food 4 All representative and provide the pickup confirmation number, if applicable.
2. Confirm the product to be picked up.
3. Back the truck or van into the appropriate door, as assigned by the supplier.
4. Follow all of the warehouse specific policies regarding Health and Safety in the supplier's facility.
5. When necessary, assist with loading the product into the warehouse vehicle.
6. Ensure the load is distributed evenly in the warehouse vehicle and secure the load bars once the entire product is loaded.
7. Confirm the quantities on the invoice before signing.
8. Take a copy of the signed invoice.
9. Close the truck door and confirm that the door is latched properly.
10. When necessary, set the temperature of the truck box to the appropriate level and run the refrigeration unit to ensure the product is transported back to the warehouse at the appropriate temperature.

Upon returning to the warehouse, it is the responsibility of the driver to ensure that all products that were picked up are removed from the truck and appropriately stored in the warehouse.

Once the truck is empty, the driver is responsible to sweep the floor of the truck box before the door is shut.

PRODUCT DELIVERY PROCEDURES

Similar to product pick-ups, all deliveries will be arranged in advance by the warehouse manager. All products to be delivered will be weighed and counted before being loaded onto the appropriate vehicle.

- Any loads that consist of full or multiple pallets will be loaded into the warehouse truck.
- Any smaller loads consisting of less than a full pallet will be loaded into the warehouse van.

Once all of the products have been loaded, 2 copies of the load sheet must be made listing the total number of cases and the total weight of the product.

On any occasion, the designated driver could be:

- The warehouse manager;
- The warehouse assistant, or;
- Any qualified and preauthorized warehouse volunteer.

Upon arrival at the drop off location the driver must:

1. Identify themselves as a Food 4 All representative and provide the pickup confirmation number if applicable.
2. Confirm the product to be dropped off.
3. Back the truck or van into the appropriate door as assigned by the supplier.
4. Follow all of the warehouse specific policies regarding Health and Safety in the supplier's facility.
5. Assist, when necessary, with unloading the product from the warehouse vehicle.
6. Have one copy of the warehouse bill signed and keep it for internal records.
7. If there is product to be picked up from the same location, refer to Pick-Up Procedures (aforementioned). If the deliver is complete and there is nothing to be picked up:

8. Close the truck door and confirm it is latched properly.
9. Turn the refrigerated unit off, if necessary.
10. Return to the warehouse.

VEHICLE OPERATION PROCEDURES

Only certain individuals are permitted to operate any of the warehouse vehicles. These individuals include:

- The warehouse manager;
- The warehouse assistant;
- An authorized volunteer, or;
- Anyone designated to do so by the warehouse manager.

It is the responsibility of the warehouse manager to make sure all vehicles are up to date with their maintenance, paperwork, and insurance. For complete maintenance information see the **Vehicle Maintenance** section below.

Any individuals operating a warehouse vehicle must agree to abide by all Ministry of Transportation guidelines. Any Northumberland County employees will also be required to abide by the County's policies regarding vehicle operation.

Prior to operating the warehouse truck:

- All drivers must complete the pre-trip inspection, and;
- Fill out the pre-trip inspection book located inside the cab of the vehicle.

It is the sole responsibility of the driver to ensure that this is completed before beginning any trip. Failure to do so could result in disciplinary action, traffic tickets, and fines.

When loading any vehicle:

- It is the responsibility of the driver to insure that the weight is evenly distributed and within the allowable weight limit, which is currently 11,000kg;
- Keep in mind that the maximum number of pallets that can be stored in the truck is 10.
    - If 10 pallets will be stored in the truck, 2 of the pallets (1 on each side) must be put in the truck sideways.
    - It is suggested that the 1st and 3rd pallets loaded be put in sideways and all other pallets can go in straight.

Vehicle Fueling Procedures

It is the responsibility of the warehouse manager or warehouse assistant to ensure that all vehicles are filled with fuel and ready for future use.

- The large truck requires diesel fuel; the van requires gasoline.
- All fuel will be accessed from the County yard. Any individual fuelling the warehouse vehicles must use a County issued fuel card and follow all fuelling procedures.
- The large truck has 2 fuel tanks, 1 on each side of the vehicle. When possible, both tanks should be filled during the same visit.
- All receipts for fuel purchases will be filed with the warehouse manager and reconciled on a monthly basis.

Vehicle Maintenance

It is the responsibility of the warehouse manager to ensure the warehouse vehicles are kept up to date with all vehicle maintenance. This includes regular oil changes, annual safety inspections, vehicle recalls, annual stickers, and insurance documentation.

- All vehicle maintenance, other than the annual inspection, will be completed at the County garage. All arrangements and appointments are to be made through Carmen Tinney.
- Since the 5 tonne truck is currently owned by the Northumberland United Way, a representative from that organization will be responsible for getting the annual license stickers and passing them on to the warehouse manager.
- The 2014 Ram Promaster van is owned by the County and all insurance and annual stickers will be arranged through them

If any of the warehouse drivers experience and problems with any vehicle they must immediately notify the warehouse manager to have the problem fixed.

Lift Truck Operation

The safe and efficient operation of a lift truck requires skill and alertness on the part of the operator. To develop the skill required the operator must:

- Receive training in the proper operation of all lifting equipment.
- Understand the capabilities and limitations of the lifting equipment.

- Become familiar with the construction of the equipment and see that it is maintained in good condition.
- Read and understand the warnings and operating procedures contained in the equipment specific manuals.

In addition, a qualified person, experienced in lift truck operation, must guide the new operator through several driving and load handling operations before the new operator attempts to operate the equipment alone.

Fork Lift Operation

The warehouse fork lift is to be operated by fully trained personnel only. Currently, the warehouse manager and warehouse assistant have their up to date certification.

Prior to operating the fork lift,

- The daily check list sheet (Appendix H) must be completed each day by the first person that intends to use the machine.
- Any mechanical or safety issues with the machine need to be brought to the immediate attention of the warehouse manager.
- The fork lift must not be used until any safety or mechanical issues are corrected.

It is the responsibility of the operations manager to make sure the fork lift is inspected annually by a certified person and that the up to date inspection sticker is attached to the machine.

Electric/Manual Hand Pallet Operation

Prior to using either the electric or manual pallet moving equipment, all individuals must be trained in its safe operation. Any volunteer using this equipment must be wearing CSA certified safety shoes.

When operating any of the pallet moving equipment, the operator must keep the following safety points in mind:

1. Operator must use this unit at a walking pace ie. no running.
2. Only pallets are to be lifted and moved with this unit. Under no circumstance should people stand on pallets that are being moved.
3. Always make sure the work area is clear before lowering pallets onto the floor.
4. Whenever possible, pull loads rather than push them.
5. If necessary, ask for assistance when moving heavy loads.
6. Examine the loaded pallet carefully.
    - Secure any loose items with packing wrap.
    - Rearrange items on the pallet to ensure a balanced load.
    - Do not transfer loaded pallets with broken slats.
7. Reduce the height of the pallet load if the items are obstructing your view.
8. Place additional items on a separate pallet for later retrieval.
9. Never lift loads that exceed the pallet jack's weight limit.

Manual Unit:

When operating any of the manual pallet movers (pictured below), the worker must follow these procedures in order to move full pallets:

1. Squeeze the lowering lever on the pallet jack to reduce the fork height, if necessary.
2. Slide the pallet jack between the two corresponding openings, located at the front, rear or side of the pallet. Ensure the jack slides evenly and completely underneath the pallet.
3. Place the pallet jack lever in the "Lift" position and pump the handle up and down to raise it.
4. Continue pumping the handle until a 1- to 2-inch gap exists between the bottom of the pallet and the floor. Raise the height of the pallet load when transporting it over uneven floor surfaces.
5. Place the handle lever in the "Neutral" or middle position to lock the load height.
6. Pull the load to the desired destination, keeping aware of other workers, equipment and items within the area. Do not push the load by the handle to the destination.
7. Park the pallet when you arrive at the desired drop-off location. Squeeze the lever to lower the pallet to the floor. Do not rest the pallet on an incline or unstable surface.
8. Slide the jack from underneath the pallet to complete the process.
9. Store the pallet jack in a safe location away from your work area when not in use.

Electric Unit:

Before operating the electric (Hyster) unit pictured below, the worker must be trained and abide by the following points:*

1. Inspect the lift truck prior to use. Report damage or faulty operation immediately to Operations Manager. Do no operate the lift truck until corrections have been made.
2. The lift truck should only be used by properly trained and authorized personnel.
3. NO RIDERS! It is dangerous for anyone to ride on the forks or anywhere else on the lift truck.
4. Keep hands and fingers inside the control handle guard to avoid injury from passing obstructions. Keep feet clear of the lift truck when walking with it.
5. Keep yourself and others clear of the lift mechanism. Allow no one near the load or lift mechanism during operation.
6. Travel slowly when turning. When approaching blind intersections or turns, slow down and sound the horn.
7. When leaving the lift truck, lower the forks and turn the key to the "off" position.

** For a full detailed list of operating procedures refer to the "Operating Manual" attached to the front of the unit.

BATTERY MAINTENANCE PROCEDURES

The electric fork lift and electric pallet mover are both equipped with batteries that need to be charged, when required.

Battery Charging Procedures

The electric fork lift and electric pallet mover have battery meters to measure their batteries' strength. ***When the battery meter gets into the last 1 or 2 levels, the unit must be shut down and the batteries charged.***

Only authorized warehouse personnel or volunteer are permitted to undertake the process of charging the batteries and they must be charged only in a designated area.

- The Hyster unit can be recharged in any standard 110v wall outlet;
- The fork lift needs to be driven to the charging unit located beside receiving door number 3.
- Do not use open flames to check battery electrolyte levels.
- Disconnect battery before performing service or repair.
- When charging batteries keep vent caps installed and functioning properly.
- Take precautions to keep sparks and open flames away from the battery.

FIRST AID KIT INVENTORY

The warehouse is equipped with a basic first aid kit for treating minor incidents. ***The first aid kit is located on the wall adjacent to the 3 compartment sink.***

It is the responsibility of the warehouse manager or his designate to complete a semi-annual inventory of the first aid kit items.

- There is an inventory checklist inside the kit that needs to be completed.
- Any missing items must be documented and replaced ASAP by warehouse staff.
- When all of the items have been accounted for and replaced as necessary, the checklist must be completed and initialed by a warehouse employee or designated volunteer.

CLOSING PROCEDURES

At the end of each day the warehouse must be closed down including the following procedures.

1. Freezer and cooler temperatures must be checked with the laser gauge and recorded on the temperature control sheet.
2. Light over the 3 compartment sink must be unplugged and the radio turned off.
3. Warehouse lights must be shut off.
4. Warehouse gates must be closed and locked.
5. After office has been shut down and locked, the remaining lights in the area of receiving door number 1 must be turned off.
6. Upon leaving the building, double check that the receiving door locks behind you when you exit.
7. Check to make sure outside gate is closed and locked.
8. All garbage must be put into the dumpster at the end of each day.

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ADMINISTRATIVE PROCEDURES

OPENING PROCEDURES

Upon entering the warehouse in the morning:

- Open the office door and turn on the office light,
- Turn on the office computer and monitor.

Check the appointment board for any groups that are scheduled to arrive that day and confirm the times with warehouse staff. Print off a blank tracking sheet for each group that is scheduled to pick up that day and organize them based on the time of their appointments.

TELEPHONE PROCEDURES

Answer any incoming telephone calls with the greeting, ***"Good morning/afternoon, Food 4 All"***.

- **Calling to make an appointment:** If the caller would like to schedule an appointment to pick up food, confirm which group they are representing and inform them which days have been designated to their group type:
    - Mondays and Wednesday are for food banks and schools;
    - Tuesdays and Thursdays are for community groups;
    - Any of the groups can schedule appointment of Fridays.
    - ***Once a time is selected, fill in the group name in the appropriate time slot on the appointment board with a dry erase marker.***
- **Calling to change/cancel an appointment:** If the caller would like to change an existing appointment:
    - Confirm which group they are from and when the appointment was scheduled for;
    - Inform them of their designated days and reschedule a new appointment accordingly;
    - Ensure the original appointment is removed from schedule board.
    - ***If the caller wants to cancel an existing appointment confirm the date and time and simply erase it from the schedule.***
- **Calling for warehouse information:** If the caller is asking for general warehouse information (hours of operation, pick up days, or membership application information) answer all enquiries or refer them to our website at www.food4all.ca.
- **Calling for a staff person:** If the caller is asking for a specific staff person or volunteer ask them to please wait and put the caller on hold.
    - Go find the person and inform them there is a call for them;
    - If the person being requested is not available or not present inform the caller;
    - Ask if you can be of assistance and offer to take a message.
- **Calling to schedule a pick up or delivery:** Forward the caller to the warehouse manager to make appropriate arrangements.

- If the warehouse manager is unavailable make note of the caller, the product to be picked up or delivered, the date and time of the pick up or delivery, and a return phone number;
- Give all of the information to the manager as soon as possible.

E-MAIL CORRESPONDENCE

The Operations Manager will have access to all warehouse-related electronic correspondence.

The computer in the outer warehouse office will receive all correspondence directed to the food4all@northumberlandcounty.ca e-mail address.

The Operations Manager will for forward all e-mails regarding product pick-up or appointments to the above address or to the appropriate warehouse staff or volunteer for action.

General Information Inquiries

- Any e-mail questions regarding the warehouse operation will be answered by County staff.

Appointment Requests—when contacted for appointments, warehouse staff must:

- Verify that the time requested is available and mark the group's name on the appointment calendar on the appropriate day and time;
- If the time is not available, reply to the sender with some alternate available dates and times that are available;
- Once a time has been scheduled, reply to the sender to confirm the appointment time.

Monthly School Order

- Forward all school delivery orders to the warehouse e-mail address;
- Confirm the order has been received.

Pick Up Requests

- All order requests will be printed off and forwarded to the warehouse assistant.

SCHEDULING APPOINTMENTS

For a telephone request for an appointment refer to answering calls on previous page.

- If a member is present at the warehouse and wants to make an appointment for a subsequent visit, consult with the schedule board in the warehouse office to confirm which days are available based on the type of membership;
- Offer any open spot on one of the appropriately designated days;
- Record the group name in appropriate time slot.

RETRIEVING PHONE MESSAGES

The flashing red light on the telephone indicates there are unheard messages in the inbox. In order to retrieve the messages, call into the message centre.

- Unheard messages should be actioned in a timely manner. Make note of any calls that require immediate call backs;
- Once a call has been returned, erase the message from the inbox;
- If unable to return a call for any reason make note of the caller, the time and nature of the message and leave it for the appropriate person to action.

PICKING UP MAIL

The warehouse has a mail box in the main lobby of the 600 William St. building, across the hall from Northumberland Community Futures Development Corporation (NCFDC).

- The mailbox should be checked on a daily basis;
- Use the small silver mail key located on outer office filing cabinet to unlock the mail box;
- All correspondence should be returned to the warehouse and left on the Manager's desk for sorting and follow up.

WEBSITE AND SOCIAL MEDIA

The Food 4 All warehouse has a website, a Facebook page, and a Twitter account.

All County staff or designated volunteers must read and sign-off on the County's Social Media policy (Appendix I) document prior to posting anything to any of the warehouses' social media pages.

- The website requires very little upkeep;
- It is recommended that the Facebook and Twitter pages be updated on a regular basis;
- Both of these accounts should be used to send information to members, update the general public on warehouse activities, and to promote the County and the Food 4 All operation.
- When necessary, all updates to the website, Facebook or Twitter should be completed by the Operations Manager or any other designated staff member or volunteer.

ORDERING OFFICE SUPPLIES

The Warehouse Operations Manager (or designate) will be responsible for ordering all office supplies.

- A consistent inventory of all supplies will be kept in stock at all times;
- When necessary, make note of any office supply items that are low in stock and inform the Operations Manager.

UPDATING DISTRIBUTION LISTS

It is important to track the amount of food that is distributed monthly from the warehouse. The warehouse distribution sheets need to be input into the computer on a weekly basis in order to keep the database up to date.

- Arrange the sheets ***first by group type and then alphabetically*** within each group;
- Open the Excel spread sheet specific to the appropriate time period and group;
- ***In some instances, groups will have accessed product multiple times in a given month***. In this event, add all of the sheets together from that month and input the total amount for the month;
- Once the tracking sheet has been entered into the system, add a check mark to the sheet to confirm its completion;
- When all of the sheets have been put into the system, file each sheet into the respective member's folder in the filing cabinet.

MEMBERSHIP APPLICATIONS (Appendix D)

The Food 4 All warehouse welcomes new groups upon completion and screening of a Membership Application.

Any group that wishes to apply for membership to the warehouse must meet the following criteria:

- Be operating as a Not for Profit;
- Be located within Northumberland County;
- Pay the annual membership fee, and;
- Sign the **Membership Expectations and Standards** document (Appendix A) on an annual basis.

If a group seeking membership fits all of the above criteria, they may fill out a membership application form and submit it to the warehouse office. ***Submitted applications need to be examined by the Warehouse Operations Manager for consideration***.

- If there are no issues with the application, the Operations Manager has the sole discretion to approve the application;
- If there are concerns regarding the application, the Operations Manager will follow up with the group or contact other managers within the Social Service department for assistance.

As soon as an application has been processed and a decision has been made, the group applying will be contacted and notified of the decision.

Invoicing Annual Memberships

All warehouse members are required to pay an annual fee in order to continue to receive access to the warehouse products.

All members, with the exception of school programs, will be billed annually for each calendar year.

- ***Invoices should be sent to these groups by February 15th each year***.

- Schools are invoiced for each school year, which runs from September until June of the following year.
- All groups are invoiced the determined amount for their specific group type and are required to sign and return the warehouse **Membership Expectations and Standards** document at the same time.
- As membership amounts fluctuate, the annual invoices will reflect the most recent fee for each group for that year.

All invoicing is done through the Finance department of the County. The invoice amounts for each group are supplied by warehouse staff.

NEW FOOD VENDORS

On occasion, Food 4 All purchases assorted food items for redistribution to its members. These purchases are typically made by credit card or directly through the vendors.

When these purchases are made directly through a new vendor, a blank County Vendor Form (Appendix J) needs to be completed and submitted to the County's Finance department.

- The Finance department will enter each new vendor in to the County's system;
- Upon entry, the system will generate a vendor identification number, which Finance will forward to the Food 4 All for appropriate vendor coding.

If any vendor purchases are made using the warehouse manager's corporate credit card, they must be reconciled on a monthly basis.

- All of the vendor invoices must be properly coded and submitted to the Social Services department on a monthly basis;
- The invoices will be reconciled with the monthly statement and signed by the warehouse manager prior to their submission.

PROCESSING FINANCIAL DONATIONS

On occasion, Food 4 All will receive financial donations in support of their operations.

Donations may be designated to F4A through United Way Northumberland or paid directly to the County of Northumberland.

- ***Any financial donations made through the United Way*** will be issued a charitable tax receipt;
- F4A staff will be informed of the donation, including the donor's name and the amount donated;
- The United Way will be required to forward all donations designated to the F4A to the County on a quarterly basis.

- ***Any donations received through the County*** will be provided with a receipt;
- F4A staff will be informed about the donation including the donor's name and the amount donated;
- All funds will be held by the County and designated to F4A for future use.

The Warehouse Manager will mail a thank-you note to each donor to acknowledge their contribution to the program.

MONTHLY SCHOOL ORDERS

The school deliveries will normally go out on the 2nd Wednesday of each month from September through June.

- Delivery days should be confirmed with the school courier, currently Hartnett, annually in mid-August prior to the start of school;
- Delivery times can be adjusted with the courier, if necessary, to make accommodations for the first week of school, first week of January, March break, etc.

The Food 4 All warehouse keeps an inventory of school related items, which will be recorded and emailed to the schools one week prior to the delivery date. ***Each school is required to submit their order to the warehouse by the Monday afternoon prior to the Wednesday delivery.***

- When all of the orders have been received, each order is written on a school invoice;
- Once all of the orders have been transferred to an invoice they are separated by geographic location and arranged alphabetically;
- The invoice sheets need to be passed on to the warehouse staff for order picking. The orders should be prepared prior to the Tuesday before the order is to be picked up;
- After the orders are picked and sorted, all boxes must be labelled with the appropriate school name and the total number of boxes in the order;
    - The labels are kept in the filing cabinet in the outer office;
    - When necessary, more labels can be printed on the outer office printer.
- The complete list of school orders for each month needs to be forwarded to the courier by noon on the Tuesday prior to the Wednesday pickup;
- Each monthly school order needs to be recorded on a blank Monthly School Courier form (Appendix G) and attached to the email sent to the courier;
    - ***Failure to send this list in a given month may result in delays during the pick-up of product when the courier is loading the vehicle.***
- The top copy of each invoice needs to be removed from the remaining 2 copies and kept for F4A records;
- The remaining 2 copies will be sent with the courier driver: 1 to be left with the school and 1 to remain with the courier;
- The white copies from the invoices will be added to the wall file outside of the office door and updated into the Excel spreadsheet on a weekly basis.

MILK 4 FAMILIES

Milk 4 Families is a program administered through Food 4 All that distributes liquid and powdered milk, in addition to $5 gift cards (to be used for milk purchases) through partner agencies, to children and families throughout Northumberland County.

All milk products including gift cards are distributed through these partner agencies directly to their clients.

More details regarding this program can be found in the "Milk 4 Families" program manual in Section 5 of this manual.

SMARTER NEEDS ALLOCATION PROGRAMS (SNAP)

As a member of the OAFB, Food 4 All has the opportunity to access fresh, frozen, and non-perishable food items through the provincial food bank network.

SNAP is an online tool that makes food distribution through the OAFB in Ontario transparent, efficient and equitable. To make food allocation decisions, SNAP accesses past account inventory information to determine where the greatest needs lie.

- The Smarter Needs Allocation Program provides offers, which include various products;
- When these offers become available, Food 4 All will receive an email indicating what items are available and the deadline to reply to the offer;
- All replies to the various offers must be sent and processed through the SNAP system.

More details regarding the SNAP program can be found in Appendix AA.

VOLUNTEER PROGRAM

The warehouse operation relies on its volunteers to help with multiple tasks on a daily basis.

- If there are inquires about becoming a volunteer at the warehouse, forward the request to the Operations Manager or Volunteer Coordinator;
- If unavailable, give the interested person a copy of the volunteer application to fill out and have them return it at their earliest convenience;
- When the application has been processed, the individual will be required to complete a police check and return it to the warehouse prior to beginning their volunteer role.

Volunteer Orientation

Individuals must complete all of the necessary paperwork and have passed through the initial screening process before being eligible to volunteer at the Food 4 All warehouse.

- With the assistance of the County's Human Resources and Health and Safety divisions, a small group of volunteers should take the initial orientation process together;
- Food 4 All strives to provide this training twice annually, typically in the spring and fall.

Prior to starting their volunteer placement at the warehouse, all volunteers will be given a tour and a copy of the Food 4 All Volunteer Manual.

Scheduling Volunteers

The number of volunteers required for the daily warehouse operations varies. Volunteers are only scheduled when there is specific work that needs to be done.

- Food 4 All managers and operations staff strive to keep volunteers busy when they are at the warehouse;
- Every attempt is made to accommodate the volunteer's schedule and to accept people when they are available;
- The number of volunteers scheduled on any given day is limited to 3-4 maximum, unless special arrangements have been made to accommodate more;

More detailed information regarding our volunteer program can be found in Section 4.

LINK2FEED

Link2Feed is a user-friendly, cloud-based software program that enables food banks to *collect, manage and track client data* and usage statistics***.*** All non-food bank warehouse members will track usage statistics only.

All members of Food 4 All must input hunger count data to the Link2Feed database on a monthly basis.

Food 4 All staff will have access to all data that is put into the database for reporting purposes. All hunger count data in the Link2Feed system, specific to Northumberland County, will be used to provide detailed statistics regarding hunger relief efforts in the area.

- The warehouse manager or designate will be responsible for ensuring members are inputting information on a monthly basis;
- Follow up will be done if groups are not keeping up to date with entries.

More details regarding the Link2Feed program can be found in Appendix BB.

The Ontario Association of Food Banks will have access to this information in order to gather province wide data and provide this data to Food Banks Canada for their annual Hunger Report.

CLOSING PROCEDURES

At the end of each work day:

- All of the warehouse computers must be shut down and the monitors turned off;
- All additional electronic devices including the printer, oscillating fan, or heater must be shut off;
- All office lights are to be turned off, and;
- The inner warehouse office door needs to be closed and locked.
- Confirm warehouse lights have been turned off and the warehouse gate has been closed and locked

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VOLUNTEER POLICY AND PROCEDURES

THE VOLUNTEER PROGRAM

As a division of the County of Northumberland's Community and Social Services department, Food 4 All Northumberland must adhere to the County Volunteer Policy 4.22.2 (Appendix K). ***In addition to this County policy, everything contained in Section 4 will give more detailed information regarding the utilization of volunteers, specifically within the Food 4 All program.***

OVERALL POLICY ON UTILIZATION OF VOLUNTEERS

The achievement of the mission of Food 4 All Northumberland (F4AN) is best served by the active participation of citizens of the community. Volunteers are an integral part of the F4AN team. F4AN is an organization known for:

- Striving to ensure that nobody goes hungry in Northumberland;
- Being leaders in enhancing the quality and quantity of food available to members;
- The high quality of the services provided, and;
- The integrity and quality of our volunteers and staff.

A Commitment to Our Volunteers

- F4AN will respect and value the contributions of the many people who volunteer as part of the team;
- Volunteers will be recruited based on their interest, abilities, and expertise;
- Volunteers will have the option to choose the area in which they wish to work, and will continue to be offered new and varied volunteer opportunities;
- Volunteers will receive written job descriptions to ensure that their roles and responsibilities are clear and include clear parameters regarding time commitments;
- Volunteers will be provided with an annual orientation session of F4AN;
- Volunteers will receive opportunities for ongoing training, guidance, direction and reassignment, to ensure that quality service and volunteer satisfaction is achieved;
- Volunteers will receive ongoing recognition throughout the year.

Purpose of Volunteer Policies

- These policies are intended for management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement;
- F4AN reserves the exclusive right to change these policies at any time and to expect adherence to the changed policy;
- Changes to or exceptions from these policies may be done with approval of the Warehouse Operations Manager, and must be obtained in advance in writing.

Role of Coordination

- Given the broad requirements of volunteering at F4AN, coordination is the direct responsibility of the Warehouse Operations Manager or Volunteer Coordinator and the Warehouse Associate.

Role of the Volunteer Program

- The Volunteer Program is responsible for the following:
    - Planning effective volunteer utilization;
    - Assisting staff in identifying productive and creative volunteer roles;
    - Recruiting suitable volunteers, and;
    - Evaluating the contribution of volunteers to F4AN.
- The Director of the Community and Social Services Department, other Social Services division managers, and the County's Human Resource department may assist with managing the program as required.

Definition of a 'Volunteer'

- A *volunteer* is ***anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of F4AN***;
- A *volunteer* must be officially accepted and enrolled by F4AN prior to the performance of the task.

Special Case Volunteers

- ***F4AN may accept those participating in student and adult community service activities, student community service hours, and other volunteer referral programs***;
- In each of these cases, a special agreement must be in effect with the organization, school, or program with whom the special case volunteers originate;
- The agreement must identify responsibility for management and care of these volunteers.

Employees as Volunteers

- ***F4AN accepts the services of staff as volunteers***;
- This service is accepted when the volunteer service is provided without coercion, involves work which is outside the scope of normal duties, and is provided outside of usual working hours;
- Family members of staff are also allowed to volunteer at F4AN.

Warehouse Members and Relatives as Volunteers

- ***F4AN's members may be accepted as volunteers***, where such service does not constitute an obstruction or conflict with provision of services;
- ***Relatives of clients may also serve as volunteers*** but will not be placed in a position of direct supervision or relationship to members of their family who are receiving services.

Service at the Discretion of Food 4 All Northumberland

- F4AN accepts the service of all volunteers with the understanding that such service is at the sole discretion of F4AN;

- Volunteers agree that F4AN may at any time, for just cause or reason, decide to terminate the volunteer's relationship with F4AN;
- The volunteer may at any time, for whatever reason, decide to sever their relationship with F4AN;
- Notice of such decision should be communicated as soon as possible to the Warehouse Operations Manager or Volunteer Coordinator.

Volunteer Rights and Responsibilities

- Volunteers are viewed as a valuable resource to F4AN, its staff, and members;
- ***Volunteers shall be extended the following rights***:
    - To be given meaningful assignments;
    - To be treated as equal co-workers;
    - Full involvement and participation, and;
    - Recognition for work done.
- In return, ***volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of F4AN***.

Scope of Volunteer Involvement

- Volunteers may be utilized in all programs and activities of F4AN and serve at all levels of skill and decision-making;
- ***Volunteers will not be utilized to displace any paid employees from their position of employment***.

VOLUNTEER MANAGEMENT PROCEDURES

Maintenance of Records

- A system of records will be maintained on each volunteer within the F4AN office;
- These records may include:
    - Dates of service;
    - Position(s) held;
    - Duties performed;
    - Evaluation of work;
    - Police checks, and;
    - Awards received.
- ***Volunteer personal records shall be accorded the same confidentiality as staff personnel records***.

Conflict of Interest

- No person who has a conflict of interest with any activity or program of F4AN, whether personal, philosophical, or financial, shall be accepted or serve as a volunteer with F4AN.

Representation of the Warehouse Operation

- ***Official spokespersons for F4AN include the Warehouse Operations Manager or the Director of Community and Social Services of the County of Northumberland***;
- Volunteers are not authorized to provide comments or respond to any public or media requests regarding the warehouse operation. All such requests must be forwarded to the warehouse manager.
- Volunteers are authorized to act as representatives of F4AN as specifically indicated within their job descriptions and only to the extent of such written specifications.

Confidentiality

- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteer, client, or overall F4AN business;
- All volunteers must sign the **Statement of Confidentiality Volunteer form** found in **Appendix L**;
- ***Failure to maintain confidentiality may result in corrective action and/or termination of the volunteer's relationship with F4AN.***

Worksite

- ***The majority of volunteer work will be performed within the warehouse location at 600 William St. in Cobourg;***
- When necessary an appropriate worksite shall be established away from the warehouse prior to the start of any volunteer duties.

Dress Code

- ***As representatives of the County/F4AN, volunteers, like staff, are responsible for presenting a good image to members and to the community;***
- Volunteers shall dress appropriately for the conditions and performance of their duties including appropriate footwear.

Timesheets

- Whenever it is necessary to track community hours, the individual volunteers are responsible for the accurate completion and timely submission of timesheets in accordance with F4AN guidelines;
- ***Efforts should be made to accurately track the total number of hours worked and the type of work completed by volunteers***. This will be done by having volunteers fill out the Volunteer Sign-In Sheet (Appendix M) and through tracking of time by F4AN staff.

VOLUNTEER RECRUITMENT AND SELECTION

Volunteer Position Descriptions

- ***Volunteers require a clear and complete description of the duties and responsibilities of the position they are expected to fill***;
- Prior to any volunteer assignment or recruitment effort, a Volunteer Position Description (Appendix N1 & N2) must be developed for each volunteer position;

- The position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts;
- Volunteer Position Descriptions should be reviewed and updated at least every two years or whenever the work involved in the position changes substantially.

Recruitment

- F4AN recruits volunteers on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community;
- Volunteers will be recruited without discrimination, in accordance with the Ontario Human Rights Code;
- ***The sole qualification of volunteer recruitment is suitability to perform a task on behalf of F4AN***;
- Final acceptance to a volunteer will not take place without a specific written volunteer position description for that volunteer;
- A County Volunteer Application should be completed upon recruitment and kept on file for reference;
- The Warehouse Operations Manager or Volunteer Coordinator is responsible for maintaining a formal filing system for their volunteers.

Recruitment of Minors

- F4AN will not actively recruit volunteers who have not reached the age of majority;
- ***Volunteers under the age of 18 will be accommodated, but they must be accompanied by a parent or adult supervisor at all times*** and they must complete the Parental Consent Form found in Appendix O.

Interviewing

- Prior to being assigned or appointed to a position, all volunteers are required to complete a County Volunteer Application Form (Appendix P).
- Where possible, volunteers will be interviewed to determine their suitability for and interest in that position;
- Interviews should be conducted either in person or by telephone.

Health Screening

- Any potential volunteer who indicates that they are under the care of a physician for physical treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties.

Placement

- ***When placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position***;
- No placement will be made unless the requirements of both the volunteer and the supervising staff can be met;
- No position will be given to an unqualified or uninterested volunteer.

Acceptance and Appointment

- Service as a volunteer with F4AN will begin with an official notice of acceptance or appointment to a volunteer position;
- Only an authorized representative of F4AN may give this notice;
- ***No volunteer will begin performing any position until they have been officially accepted for that position and have completed all of the necessary screening and paperwork***, including submitting the Police Check Letter (Appendix Q);
- At the time of final acceptance, each volunteer will complete all necessary enrollment paperwork, including a Confidentiality and Photo Consent Form (Appendix R);
- All accepted volunteers will receive a copy of their Volunteer Position Description.

Re-Assignment

- Volunteers who are at any time re-assigned to a new position will receive all of the appropriate orientation and training for that position before work begins;
- Any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working elsewhere with F4AN.

Professional Services

- ***Volunteers will not perform professional services for which certification or licensing is required unless currently certified or licensed to do so***;
- The warehouse office will maintain a copy of such certification or license.

VOLUNTEER TRAINING AND DEVELOPMENT

Orientation

- All volunteers will receive a general F4AN orientation;
- The orientation will include:
    - The nature and operation of the program or activity for which they are recruited, and;
    - Specific orientation on the purposes and requirements of the position which they are accepting.
- ***After each volunteer has submitted all of the necessary paperwork and completed their orientation, warehouse staff must fill out the*** Volunteer Registration Form (Appendix S), Volunteer Orientation Checklist (Appendix T) and Volunteer Agreement and Release Form (Appendix U) ***confirming all documents are complete***.

On the Job Training

- ***Volunteers will receive specific training to provide them with the information and skills necessary to perform their assignment***;
- The timing and methods of delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Staff Involvement in Orientation and Training

- Training will be provided to staff involved in volunteer management if they do not have previous experience in this area.

Volunteer Involvement in Orientation and Training

- Experienced volunteers will be invited to be included in the design and delivery of volunteer orientation and training.

Continuing Education

- ***Where applicable, additional training and educational opportunities will be made available to volunteers during their term at F4AN;***
- This development may include attendance at conferences or courses.

Conference Attendance

- F4AN may authorize volunteers to attend conferences and meetings, which are relevant to their volunteer assignments;
- These conferences or meetings may be within F4AN or any other organization.

VOLUNTEER SUPERVISION AND EVALUATION

Requirement of a Supervisor

- Each volunteer who is accepted to a position with F4AN must have a clearly identified supervisor who is responsible for direct management of that volunteer;
- ***The supervisor is responsible for day to day management and guidance of the work of the volunteer and will be available to the volunteer for consultation and assistance***.

Volunteers as Volunteer Supervisors

- ***A volunteer may act as a supervisor of other volunteers, providing the supervising volunteer is under the direct supervision of a paid staff member***.

Acceptance of Volunteers by Staff

- ***Individual staff are in a better position to determine the requirements of their work and as such, no volunteer will be assigned to work with a staff person without the consent of that person;***
- Volunteers are considered a valuable resource in performing F4AN work, and staff are encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Warehouse Operations Manager if they feel in need of assistance or additional training.

Volunteer Involvement in Volunteer Evaluation

- Examination of the effective utilization of volunteers may be a component in the evaluation of staff persons who are assigned to work with volunteers;
- In these cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.

Staff Involvement in Volunteer Evaluation

- Staff involved with volunteers will be invited to participate in all evaluations and work assignments of those volunteers;
- Each volunteer will have the opportunity to meet with the Warehouse Operations Manager on an annual basis for a formal evaluation;
- During each of these meetings, the warehouse manager will complete the Volunteer Evaluation form (Appendix V).
- The volunteer will review the form, sign it and receive a copy. A second copy will be kept in the volunteer's file.

Lines of Communication

- Volunteers are entitled to all necessary information pertinent to the performance of their work assignments;
- Volunteers will be included in and have access to all appropriate memos, materials, and meetings relevant to their work assignments;
- The volunteer's direct supervisor is responsible for ensuring that the volunteer receives such information.

Standards of Performance

- Standards of performance will be established for each volunteer position;
- These standards will list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work;
- These standards may also be included in the job descriptions.

Evaluations

- Wherever possible and appropriate, volunteers will receive periodic evaluations to review their work;
- The evaluation session is used to:
    - Review the performance of the volunteer;
    - Suggest any changes;
    - Seek suggestions from the volunteer on means of enhancing the volunteer's relationship with F4AN;
    - Convey appreciation to the volunteer, and;
    - Determine the continued interest of the volunteer in serving in that position.
- Evaluations will include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

Corrective Action

- ***When necessary, corrective action may be taken following an evaluation***;
- Examples of corrective action include:
    - The requirement of additional training;
    - Re-assignment of a volunteer to a new position;
    - Suspension of the volunteer, or;
    - Dismissal from volunteer services.

Dismissal of a Volunteer

- ***Volunteers who do not adhere to the policies and procedures of F4AN or who fail to satisfactorily perform their volunteer assignment can be subject to dismissal***;
- No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with a volunteer representative and staff member where appropriate;
- Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Warehouse Operations Manager.

Exit Interviews

- Exit interviews, where appropriate, will be conducted with volunteers who are leaving their positions;
- ***The interview will determine why the volunteer is leaving the position and take into account any suggestions the volunteer may have to improving the position***;
- The interview will also explore the possibility of involving the volunteer in some other capacity with F4AN.

Evaluation of Food 4 All Volunteer Utilization

- ***The Warehouse Operations Manager will conduct an annual evaluation of the utilization of volunteers in the warehouse***;
- This evaluation shall include information gathered from volunteers, staff and members.

VOLUNTEER SUPPORT AND RECOGNITION

Reimbursement of Expenses

- ***Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for F4AN***;
- These expenses must be pre-approved by the Warehouse Operations Manager.

Recognition

- Ongoing volunteer recognition will be conducted to highlight and reward the contribution of volunteers to F4AN.

Informal Recognition

- ***All staff and volunteers responsible for volunteer supervision are encouraged to undertake ongoing methods of recognition of volunteer services on a regular basis***;
- These methods of informal recognition should range from a simple "thank you" to an extensive effort to include volunteers as full participants in program decision-making and implementation.

Volunteer Career Paths

- Volunteers are encouraged to grow and develop their skills while serving with F4AN;
- ***Volunteers are encouraged to consider new volunteer jobs and to assume additional and greater responsibilities***;
- If directed by the volunteer, F4AN should assist in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

SECTION 5: MILK 4 FAMILIES PROGRAM

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MILK 4 FAMILIES PROGRAM MANUAL

MILK 4 FAMILIES

The Milk 4 Families (M4F) program is funded through the Community and Social Services Department of Northumberland County and administered through the Food 4 All (F4A) division. The program is designed to promote nutrition among the children of Northumberland County. The M4F program consists of 3 components:

1. M4F Gift Cards
2. Fresh liquid milk
3. Powdered skim milk

ELIGIBILITY CRITERIA

Milk 4 Families gift cards, liquid milk, and skim milk powder are ***available to pregnant women and families with children*** who are in need and who reside in Northumberland County.

The families and individuals that receive gift cards, liquid milk, or powdered milk may be asked to provide proof of address in order to track where within the County the product is being distributed.

GIFT CARDS

Every month approximately 500 gift cards are distributed to local agencies who will then pass them on to local families in need. Each gift card has a $5 value and is redeemable for milk purchases at participating local retailers.

The gift cards are available to pregnant women and families with children who are living in need throughout Northumberland County.

There are 5 different gift cards/vouchers that can be redeemed at particular retailers throughout Northumberland County. These retailers include:

- President's Choice
- Giant Tiger
- The Red Barn
- Walmart
- Sobeys

It will be the responsibility of the warehouse manager to make arrangements to purchase gift cards from the various retailers. Normally, a full one month supply of cards will be kept locked in the managers desk. All additional cards will be kept locked in the County safe at 555 Courthouse Road.

Prior to distribution to individuals, all gift cards must have a green "For Milk Only" sticker attached to the front of the card.

Gift Card Distribution Locations (Organizations)

All milk gift cards are distributed by local distribution partners located throughout Northumberland County.

Each of the agencies listed below distribute the cards directly to their clients:

Alderville Health Services
Alliance Family Centre
Beginnings Family Centre
Brighton Fare Share Food Bank
Cook's Daycare
Cramahe Food Bank
HKPR District Health Unit
Kinark Child and Family Services
Northumberland Family Respite Centre
Port Hope Community Health Centre
St. Vincent de Paul Port Hope
Sunshine Heights Daycare
Wraparound Northumberland
Alderville Women's Shelter
Beehive Daycare
Brighton Children's Centre
Cobourg Day Care
Cornerstone Northumberland
Ganaraska Child Care Centre
Highland Shores Children's Aid Society
Northumberland Community and Social Services
Ontario Early Years Centres (Brighton, Campbellford, Cobourg, Hastings, Port Hope)
Salvation Army Locations (Campbellford, Cobourg, Port Hope)

Redemption Locations

There are several locations throughout Northumberland County where the gift cards can be redeemed. For the convenience of the recipients, gift card distribution agencies will receive gift cards for retailers located within their community.

The individual cards can be redeemed at retail locations as follows:

President's Choice:

- No Frills locations in Brighton, Campbellford, and Cobourg
- Davis Independent in Port Hope
- (soon to be accepted at Shopper's Drug Mart in Cobourg and Port Hope)

Walmart:

- Cobourg location

Giant Tiger:

- Campbellford and Port Hope locations

Sobeys:

- Foodland locations in Cobourg and Colborne
- Sobeys location in Brighton

Red Barn:

- Fenella location

FRESH LIQUID MILK

Food 4 All Northumberland distributes approximately 500, 4 litre bags of fresh milk each month. This is made possible through the assistance of generous donations from the Ontario Dairy Farmers and the Ontario Association of Food Banks.

This milk is distributed to local food banks and community agencies for redistribution to local families.

POWDERED SKIM MILK

Powdered skim milk is purchased at wholesale cost through the Ontario Association of Food Banks.

Each food bank located throughout Northumberland County receives this product on a monthly basis and redistributes it to local families in need.

REPORTING – FOOD 4 ALL

The gift cards will be picked up from the County's Finance department at 555 Courthouse Road on a monthly basis.

- The Finance department keeps a list of all of the Community Partner Distribution Agencies.
- Any changes to this list must be given to the Finance department so that their list is kept up to date.
- The name of each agency and the quantity and type of cards they receive will be updated as needed.

During the last week of each month, Food 4 All staff will make arrangements to pick up the following month's allotment of cards from the Finance department.

- Upon pick up, the cards will have been divided by type and quantity for each of the distribution locations.
- All of the cards will be signed for with one copy of the signed form (Appendix W) staying with Finance and the other copy being returned to F4A and filed.
- Distribution agencies will be required to pick-up their monthly allotment of gift cards from the F4A office.
- All partner agencies must pick up their allotment of cards during the last week of the current month or the first week of the following month.
- Each agency will be required to confirm the counts of the cards and sign a Milk 4 Families Gift Card Receipt (Appendix X) to acknowledge receipt of their monthly allotment of cards.
    - The white copies of the receipts must to be removed from the invoice book after the agency has received their cards and filed in the agency file. (These files are located in one of 3 folders attached to the wall of the Operation Managers office.)
    - Each time a group has received their monthly allotment, the quantity and type of cards from each pick-up must be recorded into the monthly Excel spreadsheet.

As each agency returns for their following monthly allotment of cards, they must detach and return all the white copies of the invoices from the cards that have been distributed. As well, they must return the Detail Sheet (Appendix X) and Monthly Distribution Report (Appendix Z) at the same time. All paperwork will be stapled together with the original signed copy form from when the cards were picked up.

At the end of each month, all ***unallocated gift cards*** need to be counted and reconciled with the monthly Excel spreadsheet.
Any gift cards received during the month need to be added to the Excel total and reconciled at the end of the month.
All completed packages of paperwork should be returned to the Finance department on a quarterly basis.

REPORTING – DISTRIBUTION PARTNERS

Each Distribution Partner must complete monthly reports to account for each of their allotted cards and how they are distributed. This information is vital in helping to see exactly where the cards are being distributed throughout Northumberland County and how many families and children are benefitting from the program.

- Each month Distribution Partners are required to pick up their monthly allotment of gift cards from the F4A office;
- The gift cards will only be available for pick-up during the first and last week of each month.
- When picking up cards from the F4A office, a representative of each agency will be required to sign a "Gift Card Receipt" to acknowledge the quantity and type of the cards received.
- Each time a gift card is given out to a family by the distribution agency, a separate "Gift Card Receipt" needs to be completed and signed for by the family.
- If an agency needs to keep client information confidential, each "Gift Card Receipt" must be filled out and signed for by a representative of that agency. The community of residence and number of children that are in each family must be recorded.

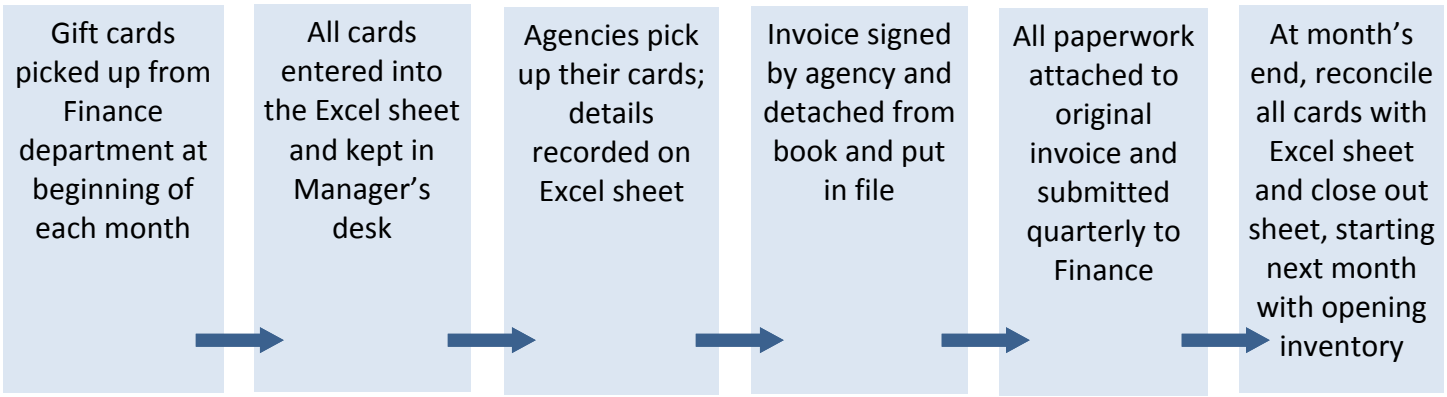
At the end of each month, each Distribution Partner will be required to complete and return the following forms to the F4A office:

- Milk 4 Families Detail Sheet (Appendix Y);
- Milk 4 Families Monthly Distribution Report (Appendix Z);
- White copies of the Milk 4 Families Gift Card Receipts (Appendix X) for all cards distributed that month;
- Any remaining unallocated gift cards from the monthly allotment.

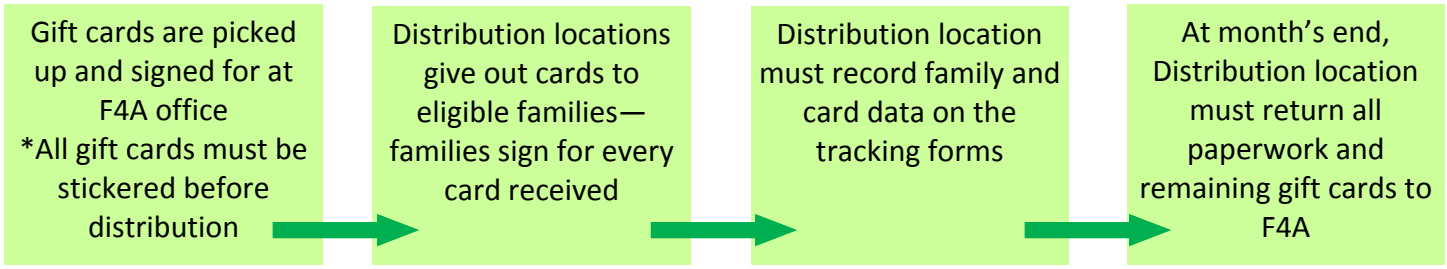
The following month's allotment of cards will not be distributed to any agency until all of the required paperwork is returned and reconciled to the F4A office.

PROCESS SUMMARIES

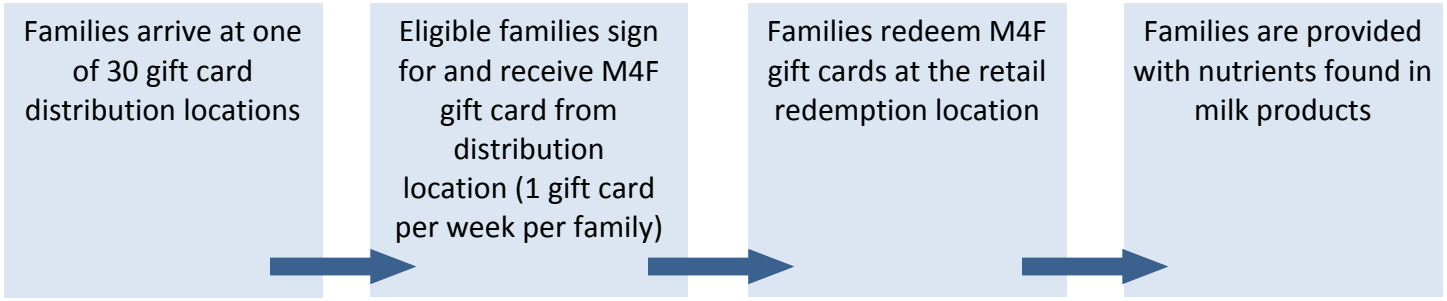
Food 4 All


Gift cards picked up from Finance department at beginning of each month
All cards entered into the Excel sheet and kept in Manager's desk
Agencies pick up their cards; details recorded on Excel sheet
Invoice signed by agency and detached from book and put in file
All paperwork attached to original invoice and submitted quarterly to Finance
At month's end, reconcile all cards with Excel sheet and close out sheet, starting next month with opening inventory

Gift Card Distribution Locations


Gift cards are picked up and signed for at F4A office
*All gift cards must be stickered before distribution
Distribution locations give out cards to eligible families—families sign for every card received
Distribution location must record family and card data on the tracking forms
At month's end, Distribution location must return all paperwork and remaining gift cards to F4A

Families


Families arrive at one of 30 gift card distribution locations
Eligible families sign for and receive M4F gift card from distribution location (1 gift card per week per family)
Families redeem M4F gift cards at the retail redemption location
Families are provided with nutrients found in milk products

NEW DISTRIBUTION PARTNER LOCATIONS

In an effort to minimize duplication of service, Food 4 All is making an intentional effort to limit the number of distribution locations throughout Northumberland County.

All requests from potential new distribution locations must be forwarded directly to the Warehouse Operations Manager for consideration.

MILK 4 FAMILIES – COMMUNITY PARTNERS GUIDE

DESCRIPTION

Beginning in January 2014, the NCCSS department and Food 4 All started the Milk 4 Families milk program. The purpose of this program is to distribute more milk (liquid and powdered) to children and families throughout Northumberland County through the Food 4 All warehouse.

The Milk 4 Families (M4F) program is funded through the Community and Social Services Department of Northumberland County and administered through the Food 4 All (F4A) division. The program is designed to promote nutrition among children of Northumberland County. The M4F program consists of 3 components:

1. M4F Gift Cards
2. Fresh liquid milk.
3. Powdered skim milk.

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Milk 4 Families gift cards, liquid milk and skim milk powder are ***available to pregnant women and families with children*** who are in need and who reside in Northumberland County.
The families and individuals that receive gift cards, liquid milk, or powdered milk may be asked to provide proof of address in order to track where within the County the product is being distributed.

GIFT CARDS

Every month approximately 500 gift cards are distributed to local agencies who will then pass them on to local families in need. Each gift card has a $5 value and is redeemable for milk purchases at participating local retailers.

The gift cards are available to pregnant women, and families with children who are living in need throughout Northumberland County.

There are 5 different gift cards/vouchers that can be redeemed at particular retailers throughout Northumberland County. These retailers include:

- President's Choice;
- Walmart;
- Giant Tiger;
- Sobeys, and;
- The Red Barn

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Cook's Daycare
Cramahe Food Bank
HKPR District Health Unit
Kinark Child and Family Services
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St. Vincent de Paul Port Hope
Sunshine Heights Daycare
Wraparound Northumberland
Alderville Women's Shelter
Beehive Daycare
Brighton Children's Centre
Cobourg Day Care
Cornerstone Northumberland
Ganaraska Child Care Centre
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REPORTING – DISTRIBUTION PARTNERS

Each Distribution Partner must complete monthly reports to account for each of their allotted cards and how they are distributed. This information is vital in helping to see exactly where the cards are being distributed throughout Northumberland County and how many families and children are benefitting from the program.

- Each month Distribution Partners are required to pick up their monthly allotment of gift cards from the F4A office;
- The gift cards will only be available for pick-up during the first and last week of each month.
- When picking up cards from the F4A office, a representative of each agency will be required to sign a "Gift Card Receipt" to acknowledge the quantity and type of the cards received.
- Each time a gift card is given out to a family by the distribution agency, a separate "Gift Card Receipt" needs to be filled out and signed for by the family.
- If an agency needs to keep client information confidential, each "Gift Card Receipt" must be filled out and signed for by a representative of that agency. The community of residence and number of children that are in each family needs to be recorded.

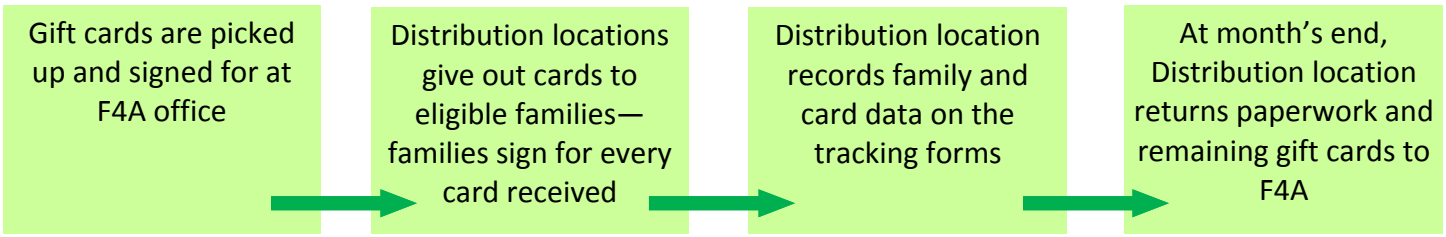
At the end of each month, each Distribution Partner will be required to complete and return the following forms to the F4A office:

- Milk 4 Families Detail Sheet;
- Milk 4 Families Monthly Distribution Report;
- White copies of the Milk 4 Families Gift Card Receipts, for all cards distributed that month;
- Any remaining unallocated gift cards from monthly allotment.

The following month's allotment of cards will not be distributed to any agency until all of the required paperwork is returned and reconciled to the F4A office.

PROCESS SUMMARIES

Gift Card Distribution Locations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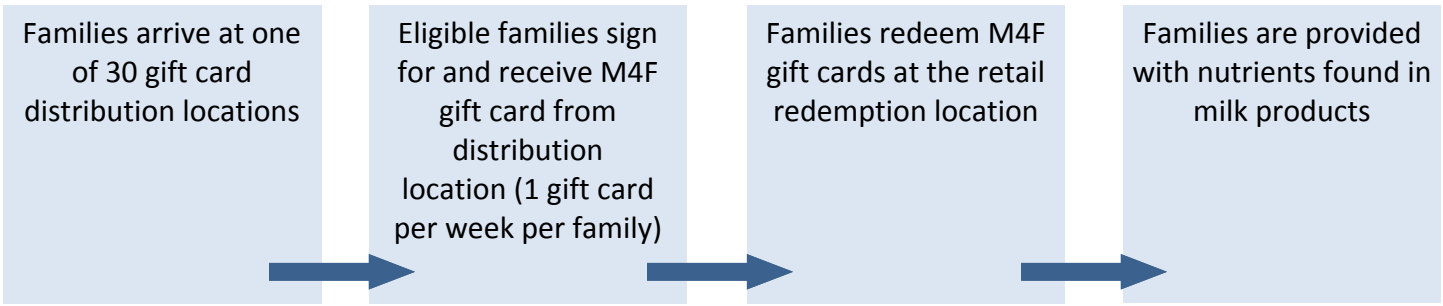
Families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Families are provided with nutrients found in milk products

PROGRAM CONTACTS AND INFORMATION

For more detailed information on the Milk 4 Families program please contact Food 4 All Northumberland at (905) 373-8566 or food4all@northumberlandcounty.ca.

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APPENDIX A

Guideline for Distributing Food-Past the Best Before Date

Food Banks Canada / Banques alimentaires Canada

Time Frame Past Best Before	CATEGORIES													
	Fruit / Vegetables	Fruit / Vegetable Juices	Bread	Grains & Cereals	Meat uncooked	Meat cooked	Deli	Dairy-Pasteurized	Dairy	Dairy-Sterilized	Combination Foods	Soups/Stews	Non-Food	Infant Formula and Nutritional Supplements
	Categories Explained													
Product Descriptions	Fresh Produce	Juices and Drinks-Tetra Packed, Bottled(Not requiring refridgeration prior to opening)	Loaves, Rolls, Bagels, Muffins	Granola, Flours, Rices, Dry Pastas, Cookies, Crackers	Packaged and Bulk	Examples: Prepared Food from Food Service Providers. Canned Tuna, Salmon	Deli Meats, Sausages	Fresh Milk, Powdered, Canned	Butter, Margarines	Tetra-Pak Milk	May contain Popcorn, Condiments, Tomato Sauces, Canned Pastas, Cooking Oils	Soups, Stews, Gravies. Could be Food Service Packaged or in Larger Quantities	Laundry Detergent, Mixed Product Pallets, Body Washes, Deodorants, Diapers, Infant Wipes	**NOTE: These products do not contain Best Before Dates, only Expiry Dates**
Room Temperature	**Fresh** 2-7 days	1 Month	1 Week	NA	less than 2 hours	less than 2 hours	less than 2 hours	less than 2 hours	1 Week	6 months	NA	less than 2 hours	NA	Do Not Distribute Past Expiry Date
Refrigerated	**Fresh** 1-4 Weeks (depending on produce)	3-6 Months	2 Week	NA	3-4 Days	Fish and Shellfish 1-2 days other 3 Days	5-7 days	2 Week	3 Months	1 month	NA	2-3 Days	NA	
Frozen	1 Year	1 Year	1 Month	NA	beef, lamb pork, veal, whole poultry 12 months, poultry pieces 6 months, ground meat 2-3 months, fish 2-6 Months, and shellfish 2-4 months	beef, lamb pork, veal, 3 months whole poultry 2 months, food mixtures 3 months	2-3 months	6 months	6 Months	6 months	3 Months	3 Months	NA	
Canned/Jarred	1 Year	1 Year	NA	NA	NA	1 Year	1 Year	1 Year	NA	1 year	1 Year	1 Year	1 Year	
Boxed/Bagged	NA	NA	1 Week	6-12 Months	NA	NA	NA	NA	NA	NA	6 Months	1 Year	1 Year	

Best Before Date- This gives consumers information as to when the product is at its best - as good as the day it was made when stored under appropriate conditions and packaging is in tact. Best Before dates are not indicators of Food Safety and applies to unopened products only.

Expiry Date-Tells consumers that the product may not be providing them with the nutrients expected of the product and they should no longer consume it after that date.
Products with Expiry Dates must never be shared past the date on the packaging.
Products Include -Infant Formula (Canned or Boxed, Liquid or Powdered)
-Baby Foods (Canned or Boxed, Liquid or Powdered)
-Nutrional Supplements (Canned, Boxed, or Ready to Use, Liquid or Powdered)

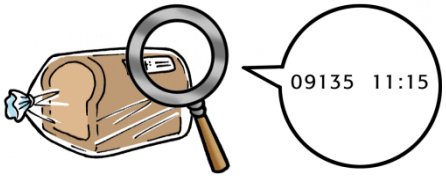
Food Products and their ability to be shared should always be based on:
1) Ensuring the product has been handled safely (ie. Chilled product is kept chilled)
2) That the product is at a level of quality that is still worth sharing
3) That the Manufacturer's Branding will not be compromised if the product is shared

Note -Information provided is to be used as a guide only. The above Information is provided based on general knowledge and industry practices
Canned - See Safe Food Handling Standards to assess integrity of the can (ie. Dents, Creases, etc)

APPENDIX B

Best Before and Expiry Dates

Production Codes/Lot Codes



Manufacturers use different types of codes on their products. These codes may include a *production code or a lot code* which identifies when a product was made and perhaps what plant or line it was made on. The format of these codes will vary from one manufacturer to another and are mainly used for their internal purposes of identifying product.

Best Before Date (durable life date)

The most common code is a *best before date*, or *durable life date.* To ensure the highest quality, all food including dairy should be consumed within the Best Before dates. "Best before" dates are not indicators of food safety, neither before nor after the date, and it applies to unopened products only.

The best before date is required by law on most prepackaged foods that have a durable life of 90 days or less. The best before date gives consumers information as to when the product is at its best - as good as the day it was made when stored under appropriate conditions. Depending on the product, food may lose some of its nutritional value, colour, flavour or texture, over time or may become less fresh after its best before date (food may not be at its optimum). Best before dates are not indicators of product safety. The best before date provides information on freshness and nutritional value which a food product will retain if stored according to instructions and if kept in its' original packaging.

It is important to follow the manufacturer's instructions to ensure that food is stored appropriately. Storing instructions will differ depending on if a product is shelf stable (box or can), fresh, refrigerated or frozen.

Food items that are not required by law to have a best before date label include:

- Prepackaged fresh fruits and vegetables;
- Prepackaged individual portions of food served by restaurants, airlines, etc. with meals or snacks;
- Prepackaged individual servings of food prepared by a commissary and sold in automatic vending machines or mobile canteens; and
- Prepackaged donuts.

Since the food does not become unsafe to eat after it passes best before date the best judgment should be used when storing and further distributing such foods. It is important to check the dates ensuring the closest approaching is the first one used. Also, it is important to know that repackaging of food will affect the integrity of the food and best before dates may not apply any more.

Some food banks often receive food that is either approaching or has passed the best before date. A question arises what to do with this food. According to the Canadian Food Inspection Agency (CFIA) the food that "best before" date has passed may lose some of its freshness and flavour, or its texture may have changed. Some of

its nutritional value, such as vitamin C content, may also be lost. Food passed best before date is not deemed unsafe, as long it has been properly stored in accordance to manufacturer's instructions.

Foods that are perishable should be eaten as quickly as possible.

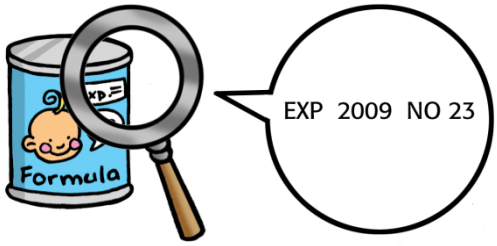
Freezing Foods - An acceptable method of extending the shelf life of food is to freeze the food. Dairy products may be frozen before the "best before" date has passed. It is important to mark the date when the item has been frozen and as such may be kept for longer periods. Please refer to Food Banks Canada's "Guideline for Distributing Food-Past the Best Before Date" document, for information on how long products can be frozen for.

Once thawed, food item must not be frozen again. To properly thaw frozen food a few options are available and recommended:

- place the food item in refrigerator
- place the food item under cold running water
- use microwave

If an item has been frozen by your food bank it must be handed out as frozen. Same rules apply for further food preparation.

Expiry Date



An Expiry Date is different from a Best before date. Foods which require an expiry date often include very low energy diet, meal replacements or nutritional supplements and human milk substitutes (such as baby formulas). The expiry date tells consumers that the product may not be providing them with the nutrients they require and they should no longer consume it after that date. This is important as the individuals who consume these foods rely on them to provide complete nutrition and vitamins, for example, can lose their potency.
Foods are not be shared after the Expiry Date.

Reference and Source of Information:
Canadian Food Inspection Agency; Date Labelling on Pre-packaged Foods
http://www.inspection.gc.ca/english/fssa/concen/tipcon/date.shtml

Other Sources of Information:
The Storage Guide Document Published by Ministry of Agriculture and Food is a valuable resource
Food Handlers' Storage Guide
http://www.eatrightontario.ca/CentralAttachments/ERO/Food_Handlers_Storage_Guide_2005.pdf

January 2011

APPENDIX C

DRIVING LOG

Food 4 All Driving Log

Date	Driver Name	Start Time	Odom. Out	End Time	Odom. In	Total Time

APPENDIX D

FOOD 4 ALL NORTHUMBERLAND

Membership Expectations and Standards

As a member of Food 4 All Northumberland (F4AN), we pledge to operate our food distribution program using the following principles:

FOOD DISTRIBUTION PROGRAM RELATIONS

1. We will strive to maintain collegial relationships with other food distribution programs associated with F4AN.

2. We will conduct our public relations within our collective communities in a way that advocates for the people we serve and presents a positive image for all food distribution programs.

3. We will not publicly slander or cast aspersions against any other food bank or feeding program regardless of membership status with F4AN.

4. We will not use membership with F4AN as a leverage tool or position of power over another feeding agency.

CLIENT DIGNITY & RESPECT

5. We will treat every person requesting help courteously and in such a way that dignity and self-esteem is never compromised.

6. We will serve those who come to us for help based on need and no other criteria.

7. We will not discriminate against any person on the basis of race, sex, sexual preference, religion, disability, or source of income.

8. We will respect the privacy of those we serve, and maintain the highest standards of confidentiality.

9. When we speak of people who use food banks we will do so with respect, recognizing that most people find themselves in this situation through no fault of their own.

10. We will avoid stereotypes and generalizations.

11. We will never compromise the dignity of people using food banks in any promotions, media contacts, or public education materials.

12. We will strive to maintain a friendly and welcoming environment in our food programs.

13. We will educate ourselves and others about the social conditions of those who need food banks.

14. We will strive to understand the social context of people in need to the extent that our resources allow including social assistance and social service regulation; we will support those who ask for food assistance so they receive their entitlements and rights.

CLIENT EMPOWERMENT

15. We will strive to include people who need food distribution program in our planning, decision-making and governance.

16. We will strive to provide information about other community services to those who come to us for help.

FOOD HANDLING & DISTRIBUTION

17. We will show our respect for food donors and clients by maintaining the highest possible standards for food storage, inventory controls and stock rotation.

18. We will never hoard food donations beyond our needs, but will share with other food banks as generously as we are able recognizing that there are people in need in every community.

19. We will therefore, contribute surplus food to F4AN for food sharing with all food distribution programs.

20. We will strive to provide the most nutritionally balanced food hampers possible respecting dietary restrictions, cultural traditions, and religious beliefs depending on availability of our supplies.

21. We will accept no payment for the food we provide even if offered voluntarily and we will never require people who come for emergency food relief to work for food or to participate in any religious or political activities.

22. We will ensure that all food received from F4AN or elsewhere will only be used within our food distribution program and will not be sold*, bartered, exchanged, or allowed to enter commercial channels for resale.

*this includes fundraising initiatives.

INTEGRITY & ACCOUNTABILITY

23. We will maintain the highest standards of integrity in our handling of financial contributions, and we will provide our financial statements to donors and other members of our community in keeping with the requirements of Revenue Canada.

24. We will collect all statistical records of the number of families and individuals we serve and will enter the information into the Link2Feed system (at least monthly), to be used as public education material and to determine our fair share of food industry donations under the National Food Sharing System.

25. We support the efforts of F4AN, the Ontario Association of Food Banks, and Food Banks Canada to lessen the need for food banks.

26. We will acknowledge F4AN's contribution to the success of our food distribution program where reasonable and practical in promotions and publicity.

Revised: February 2015

Food 4 All Northumberland

--Membership Expectations and Standards (MES) 2015—

Please complete the information below, sign in the space provided and return with your payment.

Organizational Information:

Organization Name: _____

Mailing Address: _____

Organization's address: (if different than above) _____

Primary Contact Person: _____

Telephone:_____ Email_____

Alternate Contact:_____

Telephone:_____ Email_____

What are the hours, days and site(s) of program operation?

☐ Annual membership fee enclosed.

Please make cheques payable to the "**County of Northumberland**".

Agency Authorized Signature: _____

Please Print Name: _____Date:_____

By signing and returning the Membership Expectations and Standards (MES) form, your organization agrees to adhere to this document and to all of F4AN's Operating Policies and procedures. Furthermore, your signature indicates your agreement that failure to abide by any of the rules may result in the immediate termination of your organization's participation in F4AN.

Revised: February 2015

APPENDIX E

Food 4 All Northumberland
Member Agency Application

Date: _____

Organization Name: _____

Organization Mailing Address: _____

Organization Location: (if different than above) _____

Telephone: _____Fax:_____Email:_____

Primary Contact Person: _____ (Please Print)

Phone: _____email:_____

Alternate Contact Person: _____ (Please Print)

Phone: _____email:_____

Please answer the following questions. They are designed to help us gain an understanding of the population you serve. Also, this information will be used for referral purposes to the community regarding food source services and locations.

1. What is the nature of the food program your organization operates?
   _____
   _____
   _____

2. What are the hours, days and site (s) of program operation?
   _____
   _____
   _____

3. What is your organizational mandate and/or mission statement?
   _____
   _____
   _____

4. How long has your organization been in operation?

   _____
   _____
   _____

5. Do you have onsite food storage facilities? If so, please describe them in terms of size, shelving and security.

   _____
   _____
   _____

6. Are your food storage facilities regularly inspected by a HKPR Health Inspector?
   What clientele or population does your food program serve?

   _____
   _____
   _____

7. What geographical catchment area in Northumberland County does your
   food program serve?

   _____
   _____
   _____

8. How often do you anticipate accessing food product; weekly, bi-weekly, monthly?

   _____
   _____
   _____

☐ Annual membership fee enclosed.
Please make cheques payable to "**Food 4 All Northumberland**"

Agency Authorized Signature: _____

Please Print Name: _____Date:_____

Please note, upon processing and accepting your **Food for All Northumberland** Member Agency Application, your organization will be required to sign a Standards of Operations Commitment (SOC) stating your organization will adhere to all of our Operating Policies and procedures.

APPENDIX F

Membership Agency _____

C/O_____ DATE:_____

Top 12 Items		Top 12 Items		Condiments/Baking/Rice	
Canned Vegetables		Beans/Chili		Baking Mixes	
Canned Tomatoes		Pasta		Sugar	
Canned Pasta		Pasta Sauce		Flour	
Soup		Macaroni + Cheese		Condiments	
Canned Meat/Fish		Powdered Milk		Oil/Vinegar	
Canned Fruit		Peanut Butter/Jam		Rice/Side Dishes	
Breakfast/Snack Food		**Beverages**		**Cooler Stock**	
Cereal, Cold		Drink Boxes			
Cereal, Hot		Coffee			
Chewy Bars		Hot Chocolate/Tea			
Cookies		Juice			
Crackers		Pop			
Candy/Chocolate		Water			
Salty Snacks		Misc.		Mixed Fresh	
Cleaning Supplies		**Personal Products**		**Freezer Stock/Misc.**	
Cleaning Solutions		Baby Food			
Dish Soap		Diapers/Wipes			
Foil/Wraps		Feminine Hygiene			
Garbage Bags		Personal Care			
Plastic Bags		Kleenex Tissue			
Laundry Detergent		Toilet Tissue			
Fabric Softener		Pet Food		Mixed Frozen	
Paper Towels		Non-Food Items		Milk	
Misc.		Misc.		Mixed Banana Boxes	

Received by:

_____NUMBER OF BOXES _____ WEIGHT _____

APPENDIX G

Food 4 All Order Sheet						905-373-8566	
School:			**c/o:**			**Date:**	
Cereal	#	**Snacks**	#	**Cooler Stock**	#	**Misc. Product**	#
Hot		Chewy Bars		Apples			
Cold		Chewy Bars P/F		Cheese			
Misc.		Cookies		Mixed Fresh			
		Crackers		Mixed Dairy			
		Misc. Snacks		**Beverages**	#		
				Drink Boxes			
				Water			
						Mixed Cases	
						Backpacks	
Received By:_____				**Weight**	**lbs.**	**Total**	c/s

APPENDIX H

OPERATOR CHECKLIST – ELECTRIC FORKLIFT

To be performed at the beginning of each shift

Week Starting Date: _____ **Truck #: _____**

Hour Meter Start: _____ **Shift: 1st 2nd 3rd**

Use a ✓ if ok. Use an X if problem exists. Report all problems immediately!

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Overhead Guard and Load Back Rest							
Hydraulic Cylinders Dry							
Mast Assembly; Lift Chains; Rollers and Forks							
Tires and Steering							
Battery Secure; Cables in Good Shape							
Brakes and Park Brake Operational							
Headlights; Strobe Light and Gauges							
Horn and Back Up Alarm							
Check Under Truck for Leaks							
Manufacturers Nameplate Legible							
All Safety Decals Legible							
Operators Manual in Place and Legible							

Comments: _____

_____

Operator: Print Name

Mon:	Tues:
Wed:	Thurs:
Fri:	Sat:
Sun:	

APPENDIX I

Type Of Policy: Corporate Communications	Page: 1 of 13	Policy No.
Name Of Policy • Social Media Policy	Other Applicable Policies • Use of Electronic Network Policy • Code of Conduct • Workplace Harassment • Confidentiality • Records Management Program Policy • Records Retention Program • MFIPPA	Target Group • All employees
Attachments to policy: Northumberland County Community & Social Services Social Media Policy & Procedure		
Council Approval:	Effective Date:	

Policy Statement

Northumberland County recognizes the value of social media not only as an additional medium through which to share news and information, but also as an opportunity to strengthen two-way communication with residents and stakeholders; engaging in dialogue and soliciting feedback.

This policy provides County representatives – permanent, contract or student employees, third party providers, and any volunteers – who use social media in either a professional or personal context with guidance as to roles and responsibilities related to direct or indirect references to the County, including staff, services, policies, residents, stakeholders and other County business.

Objectives

The objective of this policy is to establish clear expectations and standards for County representatives participating in strategic social media opportunities, so that the integrity and brand of the organization is assured throughout these engagements, and there is a coordinated approach to such communications activities across all departments. This policy will:

1. Provide representatives with guidelines and expectations for participation in social media platforms for approved business and pertinent personal purposes, in the context of County roles and responsibilities.

2. Establish clear expectations around dissemination of information and restrictions on sharing of confidential or privileged information in accordance with policies and procedures.

3. Confirm a standard set of Terms and Conditions of Use of County social media properties by members of the public.

4. Protect the reputation and brand of Northumberland County.

Scope

This Policy applies to all County representatives across all social media tools. It applies to all County-managed social media channels as well as social media channels managed by representatives for either personal or professional purposes, both during and outside of office hours (for further detail on the scope of requirements related to personal use of social media, see 'Conduct Requirements of All County Representatives' on page 6). Each representative is responsible for reading and complying with this Policy, as well as any other guidelines and standards that are in place.

Definitions

1. **Social media**

   A collection of web-based applications and tools that people use to share content, profiles, opinions, insights, experiences, perspectives and media. Social media enables conversations and interactions online between individuals and groups of people. Online communities include, but are not limited to:

   a. Microblogs (i.e. Twitter);
   b. Blogs (or Weblogs);
   c. Message Boards;
   d. Chat Rooms;
   e. Online newspaper/magazine comment sections;
   f. Mailing lists or email distribution lists (listservs);
   g. Photo/Video sites (i.e. YouTube; Flickr);

h. Social News sites (i.e. Digg, Reddit);
i. Facebook;
j. LinkedIn;
k. Wikis.

2. County representative

Any of the County's permanent, contract or student employees, third party providers, or volunteers.

3. Designated Social Media User (DSMU)

Individuals approved by the Director of a department to manage the department's online presence, including posting content and communicating on behalf of the department using approved social media platforms.

Social Media Procedure

1. Procedure Statement

This procedure describes the terms of engagement for Northumberland County Designated Social Media Users (DSMU) and related processes pursuant to the Social Media Policy.

2. Roles and Responsibilities

a. Designated Social Media Users (DSMU):

i. DSMUs are the only employees with permission to communicate on behalf of the County. They must clearly identify themselves as County employees on any approved social media platforms, to encourage transparency.
ii. DSMUs will comply with the County Social Media Policy, including this Social Media Procedure, and any other policies as applicable.

iii. DSMUs must be trained on procedure before using any social media.

iv. DSMUs will review with their managers any content updates that generate negative feedback, name a County employee with a negative connotation, breach the confidentiality of a person who is not the individual making the post, or are sensitive in nature, for determination of the appropriate course of action.

v. Any photographs or videos of an individual that are intended to be posted to social media must correspond with a signed consent form (see APPENDIX B).

- Photos/videos must be appropriate, meeting all Code of Conduct requirements.
- Photos/videos must relate to a work function or activity. Photos/videos of a personal nature, related to a representative's personal activities outside of work, should not be posted County social media channels.
- Consent will be assumed for photos/videos of large-scale events or other activities that are part of everyday County business.
- Where photos/videos are taken of smaller group/individual activities, the photographer will advise individuals that these will be posted to web/social media channels.
    a. Where an individual requests that photos/videos including his or her image not be used, the photographer will ensure adherence to this request.
    b. Where a photo/video has been posted, and an individual requests that this be removed due to his or her image being included, the photographer/DSMU will comply with this request to the extent possible.

vi. DSMUs are expected to comply with the County Code of Conduct policy. This includes professionalism and a high level of respect in communications put forth in social media on behalf of or in relation to the County.

b. Reviewing/Responding to Postings on Social Media Platforms:

i. DSMUs will act professionally and respectfully when reviewing and responding to posts on social media platforms.

ii. DSMUs will post the County Social Media Terms and Conditions of Use where possible and as appropriate on applicable social media platforms (See APPENDIX A).

- These Terms and Conditions detail both the County's commitment to updating and responding via a given channel, as well as the principles by which the County will govern content posted to this channel by both DSMUs and members of the public.
- Where it is not possible to post the full Terms and Conditions, DSMUs will post a general policy statement outlining the guidelines for the social media channel. For example: "Northumberland County welcomes opinions, and encourages open, respectful discussion about the topics posted. We reserve the right to remove messages that are off-topic, use offensive or inappropriate language, defame or infringe on the rights of others, contain advertising, or are perceived to be in violation of law."

iii. DSMUs will regularly review the social media channels for which they are responsible to ensure content is accurate, current and up to date. Where a channel becomes outdated, DSMUs will ensure the page/account is deleted/inactive.

iv. DSMUs will act on behalf of the County to monitor, edit, remove, or respond to any content posted on the social media channel for which they are responsible. They will also restrict, remove or discontinue any postings that reference the County directly or indirectly in a way that includes personal information about an employee, elected official or another community member, confidential or proprietary issues, legal matters, information

derived from a third party that is not already public information, or information that would not generally tend to be disclosed.

v. DSMUs will share and comment only on information designated for the public domain.

vi. DSMUs will ensure that all content published is accurate and complies with all relevant County policies.

vii. DSMUs will not post anything to social media that would not be disclosed to a journalist or other external source.

viii. See the Social Media Response Tool (APPENDIX D) for further determination of how to respond to postings.

Conduct Requirements of All County Representatives

All County representatives are responsible for using social media in a way that positively reflects and protects the identity and reputation of Northumberland County, as well as improves public communications.

1. Representatives using social media for personal reasons not related to their work shall not state opinions in relation to their work or the work of the County as a whole, or take it upon themselves to speak for the County.

2. Representatives shall clearly state that the opinions or statements expressed are their own and are not the views or opinions of the County.

3. Representatives shall refrain from posting any content either personally or professionally that is or could be interpreted as derogatory, defamatory, lowering the reputation of a person or organization, and/or discriminatory, including within the meaning of the Human Rights Code with respect to other County employees or any other person or organization.

4. Representatives shall ensure their conduct on social media is in compliance with other pertinent County policies, including but not limited to:
    - Use of Electronic Network Policy
    - Code of Conduct
    - Workplace Harassment
    - Confidentiality
    - Records Management Program Policy
    - Records Retention Program
    - MFIPPA

5. Representatives must comply with all appropriate privacy legislation, with respect to other employees or clients of the organization. Confidential information about the County, colleagues, or customers and partners should never be disclosed.

6. Representatives must respect all copyrighted or trademarked materials of third parties. Where applicable, the source of information should be properly cited in all posts.

7. Representatives shall be aware that both personal and professional posts on social media:
    - Must be appropriate
    - Are not private
    - Are often permanent (deleted comments can often still later can be found through search engines)
    - Inappropriate posts affect the interests of Northumberland County

8. Any representative who becomes aware of an accidental or intentional breach of these requirements must report it to his or her supervisor in a timely fashion. The supervisor will collaborate with Human Resources to determine next steps.

Breach of Policy

Depending on the severity, a violation of this policy could be grounds for disciplinary action up to and including dismissal.

Appendices

- **Appendix A: Social Media Terms and Conditions of Use**

  The Terms and Conditions of Use are to be posted by DSMUs where possible and as appropriate on applicable social media platforms. These Terms and Conditions detail both the County's commitment to updating and responding via a given channel, as well as the principles by which the County will govern content posted to this channel by both DSMUs and members of the public.

- **Appendix B: Photo Consent Form**

- **Appendix C: Redbrick Communications - Social Media Response Chart**

Appendix A: Social Media Terms and Conditions of Use

Introduction

The following terms and conditions are in place to govern the use of social media platforms managed by Northumberland County ('the County'). By visiting and/or posting on these platforms, users agree to follow the terms and conditions below.

Disclaimer

- Any comments, images or videos that are posted by any third parties are not representative of the County. The County cannot guarantee the privacy of users on any third party owned sites. Users are subject to the terms and conditions of the social media application on which they post information. Users should be sure to review the third party terms and conditions on social media sites prior to agreeing to engage in posting comments or information on their site.

- By interacting via the County's social media channels, users are aware and give their consent to have their information become a part of the public record and may be used in County documentation. The County has the discretion as to which information and comments are saved from social media sites to become a part of this documentation.

- Images and comments posted by third parties do not necessarily represent the view of the County. The County cannot and will not guarantee the privacy of users on any third party social media platforms. Users are subject to the Terms and Conditions of Use of the third party sites and the County strongly recommends that users review these.

- The County is not responsible for any losses or damages incurred as a result of using third party social media sites. Individuals who choose to use these sites do so at their own risk and are aware of the potential liabilities; as such they accept that they have no legal recourse against the County related to such use.

- If another social media site lists the County or any of its departments, programs or services as a link on their own site, it does not imply an endorsement or sponsorship by the County of that website or its creator.

- By using this social media platform you are agreeing to the Terms and Conditions of Use.

Hours of Operation

The County is committed to using its social media channels as an effective method of communication with interested users. All sites will be monitored during regular business hours of Monday to Friday 8:30 A.M. to 4:30 P.M. Customer service is a priority for the County, and every attempt will be made to respond to inquiries via social media in a timely manner during office hours; however, the County encourages members of the public to contact us with official correspondence via traditional channels (phone, email, in-person). The County assumes no responsibility for lack of service due to channel-related downtime or issues.

Conduct

The County reserves the right to edit, modify or remove any posts with content as follows:

- Profanity or profane content in a post;

- Content that promotes, fosters, or encourages discrimination based on creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;

- Inappropriate sexual content or links to any inappropriate sexual content;
- Any comments that are or could be construed as defamatory, understood to be statements that lower the reputation of a person or legal entity in the eyes of the public;
- Any illegal activity or encouragement of illegal activity;
- Solicitation of commerce;
- Information that may compromise the safety or security of the public, public systems or employees of the County;
- Any confidential information including but not limited to any personal information or personal health information of others;
- Materials that are owned or copyrighted by the County, including but not limited to images, screen shots, video, and any other information;
- Content that violates legal ownership interests of any other party including but not limited to any unauthorized use of copyrighted materials or trademarks.

Users may not use the County name or any related moniker to endorse or promote any product, opinion or cause. Representation of users' personal opinion as endorsed by the County is strictly prohibited.

Although the County will try to respond to all applicable posts within a 24 hour period of time from the initial posting, it is in the nature of social media that accuracy and timelines may not be guaranteed and may not be reliable. As such, users acknowledge that the County makes no such guarantees. Further, the County is not responsible for the authenticity or suitability of content posted to its social media platforms by users.

Privacy

The County will adhere to all applicable legislation regarding privacy and freedom of information. The County is subject to Ontario's Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 ("MFIPPA") and other privacy legislation.

Users should be aware that personal and other information contained in electronic correspondence (or printed copies of this electronic correspondence) directed to the County is subject to MFIPPA. This information may be deemed releasable under this legislation and the anonymity of the sender and confidentiality of any information contained in the correspondence cannot be guaranteed.

Records Retention

All records or other personal information collected through social media are subject to the County's Records Retention By-Law No. 27-12 in accordance with The Ontario Municipal Records Management System ("TOMRMS"). By ensuring that content posted via social media is transitory in nature, representatives can be confident that these posts do not have a retention period under this By-Law.

Use of Collected Information

Unless explicitly stated, the County does not collect or distribute information garnered through the use of social media platforms for commercial or marketing purposes.

The County will not use any information provided by users for any purpose that is not consistent with the purpose for which the information was provided as stated on the social media platform.

Disclaimer of Warranties and Limitations of Liability

The third party social media sites that the County chooses to use are provided on an "as is" and "as available" basis. The County makes no representations or guarantees around the site's security, operation, information, privacy setting changes, content, or material included on these sites. The third party site is able to change their settings without sending notification to the County or to users. The County is not responsible for the lack of notification around these changes and as such will not be liable for any damages of any kind arising from the use or inability to use these sites. Users acknowledge that they use these sites at their own risk and have read the Terms and Conditions of Use for County social media channels and for the third party social media site.

Modification of Terms and Conditions of Use

The County reserves the right to change the Terms and Conditions of Use at any time and at its sole discretion. Continued use of a social media site constitutes a user's agreement to all of the aforementioned terms and conditions of use.

Northumberland County

Appendix B

Photo/Video Consent and Release Form

1. I, _____ allow the use of the following:

   Check off all appropriate boxes.

   - ❑ My name
   - ❑ My image
   - ❑ Other (please specify) _____

2. You are giving your permission for the following case:

   Northumberland County plans to use your name and image for the purpose of enhancing program, service or event awareness or outcomes. Your experience with this program/service/event will be conveyed to community members, agencies and others in the context of workshops, newsletters, website and other media.

3. Please read the following paragraphs before affixing your signature under section 4.

   a) Personal information collected pursuant to, and on the form, will be used for purposes described on this form and for no other purposes. You acknowledge that you have provided this personal information freely and voluntarily.

   b) By signing this form as indicated below, you agree to hereby release and forever discharge the County of Northumberland and its officers, employees, agents and representatives from any and all claims, demands, expenses, actions, causes of action and for any and all liability howsoever caused, arising out of, or in any way related to the collection, use and disclosure of information, authorized to be collected pursuant to, or on this form.

   c) You acknowledge that you may be identified as a recipient of or participant in a given program/service/event. You understand that members of your immediate family may, therefore, also be identified. You understand your willingness or unwillingness to consent to the use of your photo and related personal information will have no impact on the services you receive from Northumberland County.

4. Your signature(s) is to be affixed in the appropriate space provided below:

   I have read this form. I understand and agree to be bound by its contents, and I am sixteen (16) years of age or over.

   _____ _____

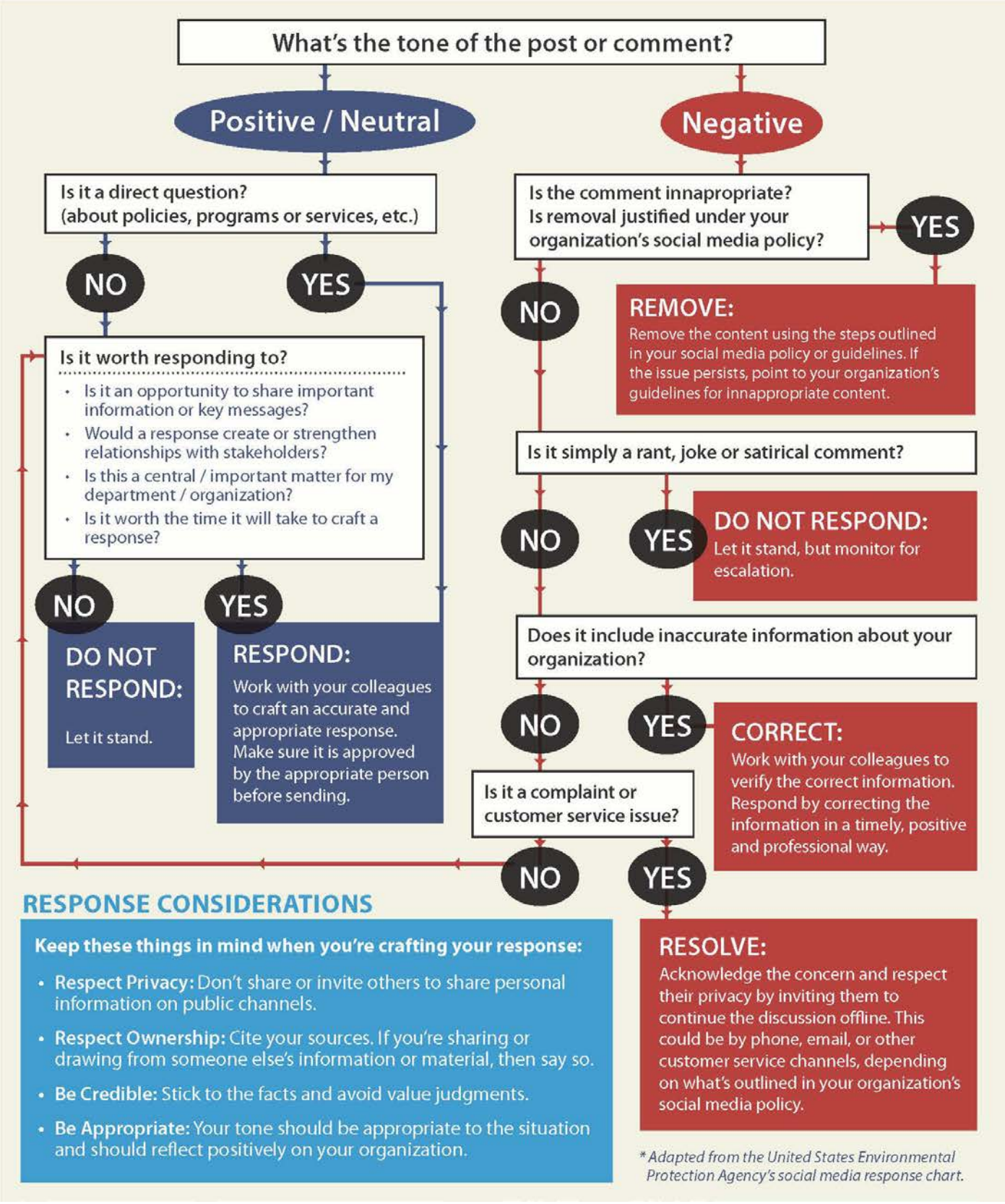
   Signature Date

   _____

   Print Name

redbrick communications

Social Media Response Chart


What's the tone of the post or comment?
Positive / Neutral
Negative
Is it a direct question? (about policies, programs or services, etc.)
NO
YES
Is it worth responding to?
Is it an opportunity to share important information or key messages?
Would a response create or strengthen relationships with stakeholders?
Is this a central / important matter for my department / organization?
Is it worth the time it will take to craft a response?
NO
YES
DO NOT RESPOND:
Let it stand.
RESPOND:
Work with your colleagues to craft an accurate and appropriate response. Make sure it is approved by the appropriate person before sending.
Is the comment innapropriate? Is removal justified under your organization's social media policy?
YES
NO
REMOVE:
Remove the content using the steps outlined in your social media policy or guidelines. If the issue persists, point to your organization's guidelines for innappropriate content.
Is it simply a rant, joke or satirical comment?
NO
YES
DO NOT RESPOND:
Let it stand, but monitor for escalation.
Does it include inaccurate information about your organization?
NO
YES
CORRECT:
Work with your colleagues to verify the correct information. Respond by correcting the information in a timely, positive and professional way.
Is it a complaint or customer service issue?
NO
YES
RESOLVE:
Acknowledge the concern and respect their privacy by inviting them to continue the discussion offline. This could be by phone, email, or other customer service channels, depending on what's outlined in your organization's social media policy.

RESPONSE CONSIDERATIONS

Keep these things in mind when you're crafting your response:

- **Respect Privacy:** Don't share or invite others to share personal information on public channels.
- **Respect Ownership:** Cite your sources. If you're sharing or drawing from someone else's information or material, then say so.
- **Be Credible:** Stick to the facts and avoid value judgments.
- **Be Appropriate:** Your tone should be appropriate to the situation and should reflect positively on your organization.

** Adapted from the United States Environmental Protection Agency's social media response chart.*

APPENDIX J

Payables Vendor Addition Request

The County of Northumberland

Vendor Name: _____

Cheque Name (if different than above): _____

Vendor ID (to be completed by Finance): _____

Vendor Address: _____

_____

_____

Telephone: _____ Fax: _____

Vendor Type: _____ Tax Schedule: _____
(tax exempt or HST)

Default Account (if necessary): _____

New Account ☐

Previously Existing Account ☐

(Check one)

Payment Terms: _____

Requested By: _____

(Print and Sign)

Completed By: _____

Date: _____

APPENDIX K

COUNTY VOLUNTEER POLICY

TYPE OF POLICY: HUMAN RESOURCES ADMINISTRATION **PAGE:** 1 of 6 **Policy No.** 4.22.2

NAME OF POLICY: VOLUNTEER SERVICES

POLICY

The County of Northumberland recognizes and supports the use of volunteers to assist in providing programs and services, where appropriate.

Volunteers will not be assigned to displace any employee from a paid position. Volunteers complement, rather than replace, work done by County staff.

OBJECTIVES

The objectives of this policy are to:

- Establish standards for volunteer programs across the various departments of the County

PROCEDURES

Volunteer Programs

Departments using the services of volunteers will develop and maintain written policies and procedures to supplement this policy. This policy is meant as a guideline. Each department's volunteer program will cover, at a minimum, the standards established in this policy. The Human Resources department is available for support and guidance throughout the process of policy and procedure development and implementation.

Department-specific volunteer policies and procedures are necessary to ensure volunteers are suitably oriented and trained, duties and limitations are clear and understood, supervision is appropriate and discussions regarding safety, liability and accident and property damage are conducted.

Department Directors will designate an employee to be responsible for the volunteer program within their area and this person will serve as the contact person for the department's program.

Volunteer Management

Representation

Volunteers represent the County and as such must abide by all established rules and policies. In representing the County, volunteers are required to maintain a high standard of personal and professional conduct.

Prior to any action or statement which might significantly affect or obligate the County, volunteers should seek consultation from their supervisor. Volunteers are authorized to act and represent the County only as specifically indicated within their position descriptions.

Records

Records must be maintained for each volunteer. These records will include, but are not limited to: contact details, details of experience and skills, police checks, dates of service, positions held, duties performed, and evaluation of work and supervision notes.

Volunteer records will be protected and treated with the same confidentiality as staff records.

Code of Conduct

It is the expectation of the County that all volunteers will offer their services in ways marked by helpfulness, understanding, professionalism, and in ways that enhance community quality of life and bring credit to the County.

The same general performance expectations governing County staff will apply to volunteers (*See: Policy 4.3.1 - Code of Conduct*). Failure to comply with the code of conduct may result in disciplinary action, up to and including termination of the volunteer relationship.

Conflict of Interest

Volunteers are expected to perform their duties with integrity, honesty, objectivity and impartiality. This includes the responsibility to avoid circumstances which would result in a conflict between their private interests and their duties as volunteers of the County.

Volunteers involved in a conflict of interest situation, or where the potential for a real or perceived conflict exists, must advise their supervisor of the situation in writing and the supervisor must then make the appropriate alternative arrangements (*See: Policy 4.3.5 – Conflict of Interest*). Failure to comply with the conflict of interest policy may result in disciplinary action, up to and including termination of the volunteer relationship.

Confidentiality

Volunteers are responsible for respecting and maintaining the confidentiality of the information they may gain through serving as a volunteer. Volunteers are required to keep all confidential information and relevant knowledge regarding the County confidential both during and after their term as volunteer.

Volunteers will not disclose, divulge, provide or disseminate to any member of the public or any other third party any confidential information or other relevant knowledge regarding the County, its employees, its volunteers or its clients obtained in the course of serving as a volunteer. Furthermore, confidential information shall not be used for any purpose other than its reasonable intended use in the normal performance of volunteer duties.

All volunteers are required to sign a statement of confidentiality. The statement shall be signed, dated, witnessed, and placed in the volunteer's file. (*See: Policy 4.3.3 – Confidentiality*). Failure to comply with the confidentiality policy may result in disciplinary action, up to and including termination of the volunteer relationship.

Dress Code

As representatives of the County, volunteers are responsible to present themselves as professionals at all times.

Volunteers shall dress appropriately for the conditions and performance of their duties including appropriate footwear. Personal protective safety equipment must be worn at all times in areas where such equipment is required.

If a volunteer is deemed to be wearing inappropriate attire, their supervisor is responsible for coaching the volunteer accordingly (*See: HR Policy 4.4.3 – Dress Code*).

Workplace Bullying, Harassment & Violence

The County of Northumberland is committed to providing a healthy and safe work environment that is free from any form of bullying, harassment or violence.

Any act of bullying, harassment or violence committed by or against any member of our workforce or member of the public is unacceptable. The County will not tolerate any acts of bullying, harassment or violence and will take all reasonable measures to prevent incidents and protect workers and volunteers.

It is required that all volunteers of the County work harmoniously with coworkers and serve clients, the public and each other with professionalism, courtesy, compassion, dignity, respect and fairness and refrain from committing any acts of bullying, harassment or violence.

All volunteers of the County who are aware of, have reason to believe, have witnessed or have experienced any act of bullying, harassment or violence are required to report the concern/incident immediately. The County will treat all reports seriously and deal with them promptly and appropriately in a discreet and objective manner.

Volunteers who are found to have engaged in incidents of bullying, harassment or violence are subject to disciplinary action, up to and including termination. Violence is a criminal activity and law enforcement will be informed and legal action will be taken where the seriousness warrants (*See: HR Policy 4.23.2 – Workplace Bullying, Harassment & Violence).*

Disciplinary Action

Volunteers who do not adhere to established policies and procedures or who fail to satisfactorily perform their volunteer assignments will be subject to disciplinary action, up to and including termination of the volunteer relationship. Disciplinary action is focused on improving future behaviour rather than punishing for the past.

Subject to severity of actions, discipline will be progressive, following the sequence of counseling, verbal warning, written warning, suspension and termination. Acts of gross misconduct, such as theft, sabotage, or physical violence may be grounds for immediate termination of the volunteer relationship (*See: HR Policy 4.4.1 – Discipline*).

Recruitment & Selection

Recruitment

Each department utilizing volunteers will develop recruiting procedures appropriate to the specific program or service area. Procedures for recruitment must be consistently followed. To assist in the recruitment process, potential volunteers may be required to complete an application. Initial information to collect could be: name, address, telephone number, driver's abstract (if driving required), work or volunteer experience, education or training, interests, availability, preferred assignments, references, etc., as appropriate for the program area.

Selection

Each department utilizing volunteers will establish a selection process where potential volunteers are interviewed and references verified. In sensitive placements, police checks and/or vulnerable sector searches may be requested. If the volunteer position requires driving, the volunteer's driver's abstract shall be reviewed to ensure it meets the requirements of the County's driving policy (*See: HS Policy 15.3 – Operator License – Motor Vehicle*).

Following a volunteer's selection, volunteer registration forms should be completed and signed by the volunteer and supervisor with a copy forwarded to the Human Resources department. The original documents will be kept in the volunteer's file.

Position Descriptions

Volunteers require a clear, complete position description of the duties and responsibilities of the position they are expected to fill. Prior to any volunteer assignment or recruitment effort, a volunteer position description must be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Volunteer position descriptions should be reviewed and updated at least every two years or whenever the position changes substantially.

Training & Development

Orientation

All volunteers must receive a general orientation to the County and a specific orientation to the department in which they will serve. This orientation must include department specific information on all of the items listed under the "Volunteer Management" section of this policy. Information about the County's mission and values, all safety procedures, potential hazards and accident reporting procedures and any other applicable corporate and department specific policies must be reviewed.

The orientation may also include, as appropriate, any necessary forms, approved financial expenditures and reimbursement procedures, call in procedures, performance reviews, etc. Orientation should be documented and records kept in the volunteer's file.

On the Job Training

Volunteers must receive specific on the job training to provide them with the information and the skills necessary to perform their volunteer assignment safely and successfully. On the job training should be documented and records kept in the volunteer's file.

Health & Safety

Personal injury

Volunteers are not "workers" as defined by the *Workplace Safety and Insurance Act* therefore, workers' compensation coverage will not be provided. Time loss benefits are not available. If a volunteer injures themselves, the incident must be reported immediately to their supervisor and appropriate medical care must be sought.

Volunteers assume the risk in cases of injury and should consult their personal insurance company as a precautionary measure. **Supervisors must ensure their volunteers receive all necessary training before they can begin work.**

Damage to volunteer property

If a volunteer's personal property is damaged while the volunteer is serving in an authorized volunteer position, the County will not be responsible to reimburse for the damage.

Damage to private property

When private property is damaged by a volunteer serving in an authorized volunteer position, provisions of the County's Risk Management policy and procedures will be observed.

Driving

All operators of a motor vehicle, while on County business, must be qualified to drive and drive safely. This provision applies to both County-owned and volunteer-owned vehicles.

If the volunteer position requires driving, the volunteer's driver's abstract shall be reviewed to ensure it meets the requirements of the County's driving policy (*See: HS Policy 15.3 – Operator License – Motor Vehicle*).

Volunteers operating County equipment must receive instruction from their supervisor or County Health & Safety Coordinator regarding equipment before being authorized to operate them.

Volunteers operating their private vehicles must receive instruction from their supervisor or County Health & Safety Coordinator regarding the need to maintain the vehicle in an operable mechanical condition and the vehicle must be insured as required under Ontario law. Volunteer's auto insurance will be considered primary. Procedures must be developed by individual departments to assure that liability insurance coverage is maintained uninterrupted.

Supervision & Evaluation

Supervision

All volunteers must have a clearly identified supervisor who is responsible for their direct management. This supervisor shall be responsible for day to day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

A volunteer may act as a supervisor of other volunteers, providing the supervising volunteer is under the direct supervision of a paid staff member.

Evaluation

Volunteers should receive periodic evaluations to review their work. The evaluation session should be used to review the performance of the volunteer, to suggest any changes, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position with which the volunteer is connected. Evaluations should be documented and records kept in the volunteer's file.

Support & Recognition

All staff responsible for volunteer supervision are encouraged to undertake ongoing methods of recognition for volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple "thank you" to a concerted effort to include volunteers as full participants in decision-making and implementation.

APPENDIX L

STATEMENT OF CONFIDENTIALITY FOR VOLUNTEERS

I, _____, understand that in the course of participating as a volunteer, I may be in receipt of confidential information including but not limited to client identities, materials, records and memoranda.

I agree that I shall not, at any time while I am providing volunteer services to the County or at any time after those services are completed, disclose, divulge, provide or disseminate to anyone such confidential information, except as may be required by law or at the request of the County.

Furthermore, I agree that confidential information will not be used for any purpose other than its reasonable intended use in the normal performance of volunteer duties for the County of Northumberland.

Date: _____

Volunteer's Name: _____Signature: _____

Supervisor's Name: _____Signature: _____

APPENDIX M

Volunteer Sign-In Sheet

Date	Name	Time In	Time Out

APPENDIX N (1)

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Warehouse Volunteer

DEPARTMENT: Operations / Warehouse

REPORTS TO: Operations Manager/Volunteer Coordinator

GENERAL ACCOUNTABILITY

The Warehouse Volunteer is responsible for assisting with the day to day operations on the Warehouse floor, including shipping/receiving, inventory movement, product sorting and order picking as directed by his/her supervisor.

The Warehouse Volunteer must be a team player who works with a sense of urgency, and have a keen eye for detail and takes.

As Health and Safety are a must within the County of Northumberland/Food 4 All, the Warehouse Volunteer must take their Health and Safety responsibilities seriously.

SPECIFIC ACCOUNTABILITIES

Warehousing Function:

- With the assistance of staff and other volunteers, the Warehouse Volunteer ensures agency orders are fully picked and accurately recorded on member sheets;
- They are responsible for controlling stock replenishment and advising management of any 'out of stock' products;
- Ensures that all incoming donations and outgoing orders are properly inspected, received, wrapped and dated then staged in their designated locations;
- Assists in maintaining daily orderliness & cleanliness, efficiency and safe warehouse operation in accordance with company policies and procedures;
- Complies with federal, provincial and local warehousing, material handling, and other requirements (i.e., OH&S , food safety policies and procedures); advising management on needed actions;
- The Warehouse Volunteer must immediately report any/all accidents, property damage and/or work related injuries to their manager and complete all necessary paperwork;
- Assists with Food 4 All events and any other duties as assigned by the warehouse manager or other staff at Food 4 All or the County of Northumberland.

Operating Equipment:

- Operating only the equipment that he/she has been trained and certified to use;
- The responsibility to report any unauthorized or misuse of company equipment to management;
- Ensures the efficient and safe operation of material handling equipment and facilities usage in accordance with company health and safety policies and procedures;
- Responsible for daily circle checks of the power equipment and daily recharging of pertinent electrical/mechanical equipment;
- The Warehouse Volunteer is responsible for notifying his/her manager or the volunteer coordinator of any defaults or H&S issues with the power equipment.

Record-Keeping:

- Records all inventory activity on the appropriate sheets including boxes picked, donations received, waste etc., accurately, advising their manager of any concerns immediately.
- Ensures end of day data is entered correctly on the appropriate forms (i.e. refrigeration logs).
- Files all paperwork and documentation accordingly and on a daily basis

INTERNAL/EXTERNAL RELATIONSHIPS

- As a representative of Food 4 All when working on the docks or in the warehouse and an on-going representative of the Warehouse team, he/she is expected to present and perform in a professional and respectful manner when dealing with any external 'customers' along with any/all of Food 4 All's staff and volunteers;
- Warehouse volunteers are expected to work closely with, but not limited to; the Warehouse Manager, volunteers and any senior County Staff & Check In/Check Out daily;
- To attend meetings as required on matters relating to his/her area of responsibility and/or the organization.

KEY COMPETENCIES AND SKILLS

- A team player with effective interpersonal, organizational and communication skills with a focus on customer service
- Solid understanding and strong value of health and safety measures within the warehouse environment.

WORKING CONDITIONS

- He/she will be working in the Warehouse 600 William Street in Cobourg, but is required to occasionally assist, when directed by the Warehouse Manager or other Senior County Staff, with the offsite collection of food or other special events that Food 4 All participates in;
- The Warehouse Volunteer will be required to work in varying temperatures between the warehouse and coolers/freezers;
- Warehouse work is physically demanding.

APPENDIX N (2)

VOLUNTEER POSITION DESCRIPTION

Volunteer Position: _____

Supervisor: _____

Department / Division:

Responsibilities: _____
_____
_____
_____
_____
_____
_____

Volunteer Work Location: _____

Other Comments or Instructions: _____
_____
_____
_____
_____

I have read and understand each of my volunteer job description responsibilities.

Date: _____

Volunteer's Name: _____Signature: _____

Supervisor's Name: _____ Signature: _____

APPENDIX O

Food 4 All Northumberland

Parental Consent Form – Volunteering

Children 16 years and under

Name of Potential Volunteer: _____

Age: _____ **Date of Birth: _____**

Phone Number: (_____) _____

Emergency Contact:

_____
_____
_____

Details of information to which Food 4 All should be aware:

_____
_____
_____

I hereby give my consent for _____to be an active volunteer with Food 4 All Northumberland.

_____	_____
Signature of Parent/Guardian	Date
_____	_____
Signature of Volunteer	Date
_____	_____
Signature of Supervisor	Date

FOR OFFICE USE ONLY

1. **Interview Date: _____**

2. **Interview By: _____**

3. **Area(s) of interest within organization:**
   a. **_____**
   b. **_____**
   c. **_____**

4. **Skills to be considered:**
   a. **_____**
   b. **_____**
   c. **_____**

5. **Please describe any special needs (transportation, access etc.)**
   _____
   _____
   _____

6. **Reference Comments:**

#1 Name:		**#2 Name:**	
Relationship:		**Relationship:**	
Comments:		**Comments:**	

7. **Referred to:**
   a. **Name: _____ Position: _____**
      Date: _____

   b. **Name: _____ Position: _____**
      Date: _____

APPENDIX P

VOLUNTEER APPLICATION FORM

Application date: _____

Full name of applicant: _____

Address: _____

_____

_____

_____

Phone number(s): _____

Email address: _____

Why are you interested in volunteering with the County of Northumberland?

_____

_____

_____

_____

What area(s) are you interested in volunteering with?

_____

_____

_____

_____

Please list any current and past volunteer experience:

Organization Name **Position Dates** **Dates From/To**

_____

_____

_____

_____

_____

_____

_____

In the space provided below, briefly outline any paid or volunteer experience that may relate to volunteering with the County of Northumberland.

_____
_____
_____
_____
_____

In the space provided below, briefly outline any formal education or training that may relate to volunteering with the County of Northumberland.

_____
_____
_____
_____
_____

I prefer to volunteer: _____Mornings _____Afternoons

I can offer my services: _____Daily _____Weekly _____Monthly

I am pleased to provide the following references (other than family):

Name: _____
Organization:_____
Phone: _____
Relationship to applicant: _____

Name: _____
Organization:_____
Phone: _____
Relationship to applicant: _____

For Office Use
Date received:
Date interviewed:
Reference checks completed:
Comments: (Please attach interview notes page(s) and/or resume for additional information.)

APPENDIX Q

POLICE CHECK LETTER

To Whom It May Concern:

Food 4 All Northumberland relies on the generous support of volunteers to help sort and distribute food to more than 160 member agencies throughout Northumberland County. One requirement we have of any individual that wishes to volunteer with our organization is that they have a criminal record search performed by their local police service.

On behalf of the Food 4 All warehouse, please accept this request from _____, to perform a criminal record search for them.

Please feel free to contact me at the Food 4 All warehouse if you require any further information.

Thank you,

Rob O'Neil
Operations Manager
Food 4 All Northumberland
600 William St.
Cobourg, ON
K9A 3A5
(905)373-8566

APPENDIX R

PHOTO CONSENT FORM

In compliance with the ***Municipal Freedom of Information and Protection of Individual Privacy Act, 1989,*** Food 4 All Northumberland requires that written permission be obtained from a person (or from their parent if that person is under 18 years of age) in order to reproduce photographs or create audio/video productions for Food 4 All public relations activities.

☐ I grant permission ☐ I do not grant permission

to Food 4 All to reproduce photographs in any Food 4 All publication, audio/visual production or other public relations activity.

_____ _____

Name (please print) **Signature**

_____ _____

Signature of parent/guardian **Date**

(if person is under 18 years of age)

COMMITTED TO PROTECTING YOUR PRIVACY

Food 4 All Northumberland is committed to protecting the privacy and confidentiality of your personal information. The information you provide us may be used to assist in the proper administration and acknowledgement of your gift of time and to fulfill your information requests.

APPENDIX S

VOLUNTEER REGISTRATION FORM

Full name of volunteer: _____

Address: _____

_____

_____

_____

Phone number(s): _____

Email address: _____

Date of birth: _____

Emergency Contact Name: _____

Address: _____

_____

_____

_____

Phone number(s): _____

Relationship to volunteer: _____

APPENDIX T

VOLUNTEER ORIENTATION CHECKLIST

Documentation provided by volunteer:

Driver's Abstract (where applicable) ☐
Criminal Background Check ☐
Vulnerable Sector Check (where applicable) ☐

Documentation completed by volunteer:

Volunteer Registration Form ☐

General orientation to the County provided by the Human Resources department ☐
Worksite specific orientation provided by supervisor ☐

Expectations reviewed by supervisor relating to:

County's Vision, Mission and Values ☐
Code of Conduct ☐
Conflict of Interest ☐
Confidentiality (*statement of confidentiality signed and returned) ☐
Dress Code and Personal Protective Clothing ☐
Workplace Bullying, Harassment & Violence ☐
Supervision ☐

Information provided by supervisor relating to:

Safety procedures ☐
Potential workplace hazards and controls ☐
Personal injuries and personal insurance ☐
Damage to volunteer/private property ☐
Need to maintain personal vehicle and automobile insurance (where applicable) ☐
Department-specific policies ☐

Position description reviewed and copy provided to volunteer ☐

Position specific orientation and equipment training provided by supervisor ☐

Date: _____

Volunteer's Name: _____Signature: _____

Supervisor's Name: _____ Signature: _____

APPENDIX U

VOLUNTEER AGREEMENT AND RELEASE AND WAIVER OF LIABILITY AND INDEMNITYAGREEMENT

I, [insert name] understand that I will be volunteering for the County of Northumberland (the "County") and that while volunteering I will be under the direct supervision of a staff member

As a volunteer, I fully understand and agree as follows:

1. That I will not receive any remuneration, salary, wages, payment or any employee benefit whatsoever, or be covered by Workers' Safety and Insurance Benefits.

2. That except as authorized, I will not use the County's facilities or equipment.

3. In consideration of being permitted to participate as a volunteer, I agree to assume all risk of loss or damage of any nature and kind, including injury or death to myself or damage to my property while on any of the premises of the County and elsewhere resulting directly or indirectly from my activities and performance as a volunteer.

4. That all material prepared by me in the performance of my volunteer placement or volunteer services, including copyright therein, shall become sole property of the County. I waive any moral rights I may have with respect to all material prepared pursuant to this Agreement in favour of the County and any of its assignees and licensees.

5. I agree to indemnify and save harmless the County from and against all loss, injury, costs or damages of any form, type howsoever caused or arising, including litigation expense, or legal fees that the County may incur or be exposed to due to any claim made against the County arising out of or carrying out the volunteer activities.

BY SIGNING THIS AGREEEMENT, I ACKNOWLEDGE THAT I HAVE READ, UNDERSTOOD AND AGREED TO THE ABOVE CONDITIONS, RELEASE, WAIVER AND INDEMNITY. AND THAT I HAVE BEEN PROVIDED THE OPPORTUNITY TO OBTAIN LEGAL ADVICE PRIOR TO SIGNING THIS DOCUMENT.

Date: _____

Volunteer's Name: _____Signature: _____

To be signed by parent/guardian if volunteer is under the age of 18.

Parent/Guardian Signature:_____

APPENDIX V

VOLUNTEER EVALUATION FORM

Volunteer Evaluation

Volunteer Name:_____
Volunteer Position: _____
Address: _____
_____
Phone: Home _____ **Work** _____
Date(s) worked: _____ **Hours worked** _____
Supervisor: _____

Summary Areas	Poor	Satisfactory	Good	Excellent	Comments
Fellow workers					
Did job as described					
Quality of work					
Consistency					
Attitude					

General comments

_____
_____
_____
_____

I have read this summary and made my comments on the back of this form. My signature does not necessarily indicate that I agree with this summary.

_____ _____
Volunteer Signature **Date**

_____ _____
Supervisor Signature **Date**

APPENDIX W

Gift Card Sign-out Master Sheet

Date Issued:	**Issued By:**
Issued To:	Rob O'Neil
Program:	Milk 4 Families Program
Account #:	12-1245-4411-0

Gift Card(s) Issued:	**$$ Value :**	**Quantity Issued:**
Wal-Mart Gift Cards:	$5.00	
No Frills Gift Cards:	$5.00	
Foodland Gift Cards:	$5.00	
Red Bard Gift Cards:	$5.00	
Giant Tiger Gift Cards:	$5.00	

Received By: _____

(Signature)

Date Received: _____

APPENDIX X

Community & Social Services
c/o Food 4 All Warehouse
600 William Street
Cobourg ON K9A 3A5
905-373-8566

GIFT CARD RECEIPT

MILK 4 FAMILIES

Date Issued: _____ ***Issued by:*** _____

Issued to: _____
(Client / Agency Name / Postal Code – Please Print)

Gift Card(s) Issued:	***Quantity***	***$$ Value:***	***Total $$ Value:***
☐ No Frills (PC)	_____	x $5.00	_____
☐ Walmart	_____	x $5.00	_____
☐ Giant Tiger	_____	x $5.00	_____
☐ Sobeys	_____	x $5.00	_____
☐ Red Barn	_____	x $5.00	_____
☐ Milk	_____		
TOTAL	_____		_____

I, the undersigned acknowledge and accept that I am receiving the above stated quantity of gift card(s) to be used for the sole purpose of purchasing milk products. Failure to use the card(s) for the specific purchase of milk may result in the loss of access to gift cards by me in the future.

Gift Card #: _____

Date Received: _____

Received by: _____
(Client / Agency Signature)

APPENDIX Y

Northumberland county

MILK 4 FAMILIES DETAIL SHEET

Agency Name: _____

Month/Year _____

Page of

No.	Date (MM/DD/YYYY)	Name of Client	Municipality of Client	Type of Gift Card	Gift Card Certificate #	Quantity Issued	# of Children Assisted
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

For Office Use Only		
Total No. of Families Served this Month	Total Gift Card Issued	Total No. of Children Served this Month

APPENDIX Z

Milk 4 Families Program
Monthly Distribution Report

Distribution Agency: _____

Month _____

Year _____

	No Frills	*Wal-Mart*	*Giant Tiger*	*Sobeys*	*Red Barn*	*Total*
Number of Gift Cards Received this Month						
Number of Gift Cards Given out this Month						
Number of Gift Cards on Hand at end of Month						
Number of Gift Cards Returned to Food 4 All						

Number of Families Assisted this Month _____

Number of Children Assisted this Month _____

Number of Families unassisted (due to monthly allotment of cards depleted) _____

Authorized Signature:	Date:

Office Use Only

# of Cards Returned to County at the end of the Month

No Frills	
Wal-Mart	
Giant Tiger	
Sobeys	
Red Barn	

Authorized County Signature:

APPENDIX AA – SNAP USER MANUAL

APPENDIX BB – LINK2FEE PROGRAM MANUAL

WELCOME TO SNAP

Hello Members!

We are pleased to introduce to you the Smarter Needs Allocation Program (SNAP) created by IBM in partnership with the Ontario Association of Food Banks (OAFB).

SNAP has been created to replace the current offer and allocation system used by the OAFB. The goal of SNAP to ensure a more equitably and efficient distribution system across the province of Ontario with an increase in communication, accessibility, and transparency to you, our members.

This User Guide will serve as your instructional manual on how to use and take advantage of all the benefits of SNAP. Once you have the opportunity to use the system, we think you will find SNAP will make communicating with the OAFB easier and more efficient.

We know this type of change can be difficult, especially with the important work to be done at your food bank. That is why the OAFB is committed to helping you make a smooth transition to SNAP. We are available to help if you encounter any issues, have difficulty with the system, or need some questions answered.

In the following page, a table of contents can be found to provide you with some direction on where to go from here.

We hope you are as excited about the use of the SNAP program as we are here at the OAFB and look forward to hearing your feedback.

Kind Regards,

Bill Laidlaw and
Executive Director
Ontario Association of Food Banks

Carolyn Stewart
Manager, Operations & Finance
Ontario Association of Food Banks

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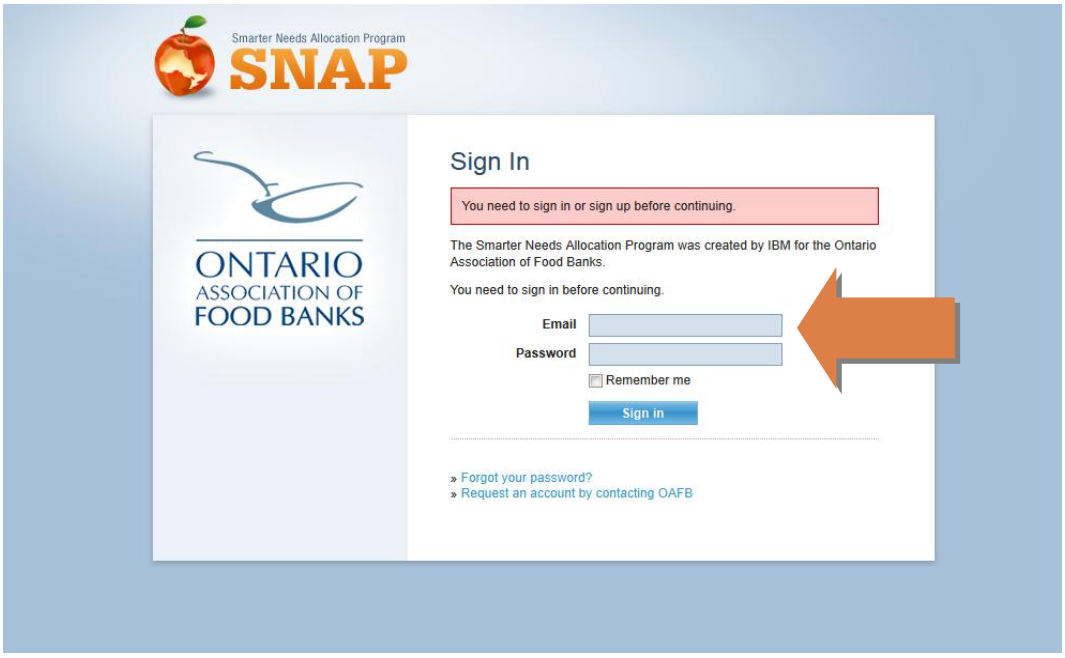
HOW TO LOG IN TO SNAP

1. Go to http://snap.oafb.ca
2. Enter your username and password into the fields provided. ***Please note this information will be sent to you via email by the OAFB


Smarter Needs Allocation Program
SNAP
ONTARIO
ASSOCIATION OF
FOOD BANKS
Sign In
You need to sign in or sign up before continuing.
The Smarter Needs Allocation Program was created by IBM for the Ontario Association of Food Banks.
You need to sign in before continuing.
Email
Password
Remember me
Sign in
» Forgot your password?
» Request an account by contacting OAFB

3. Click on the **'Login'** button

I FORGOT MY PASSWORD

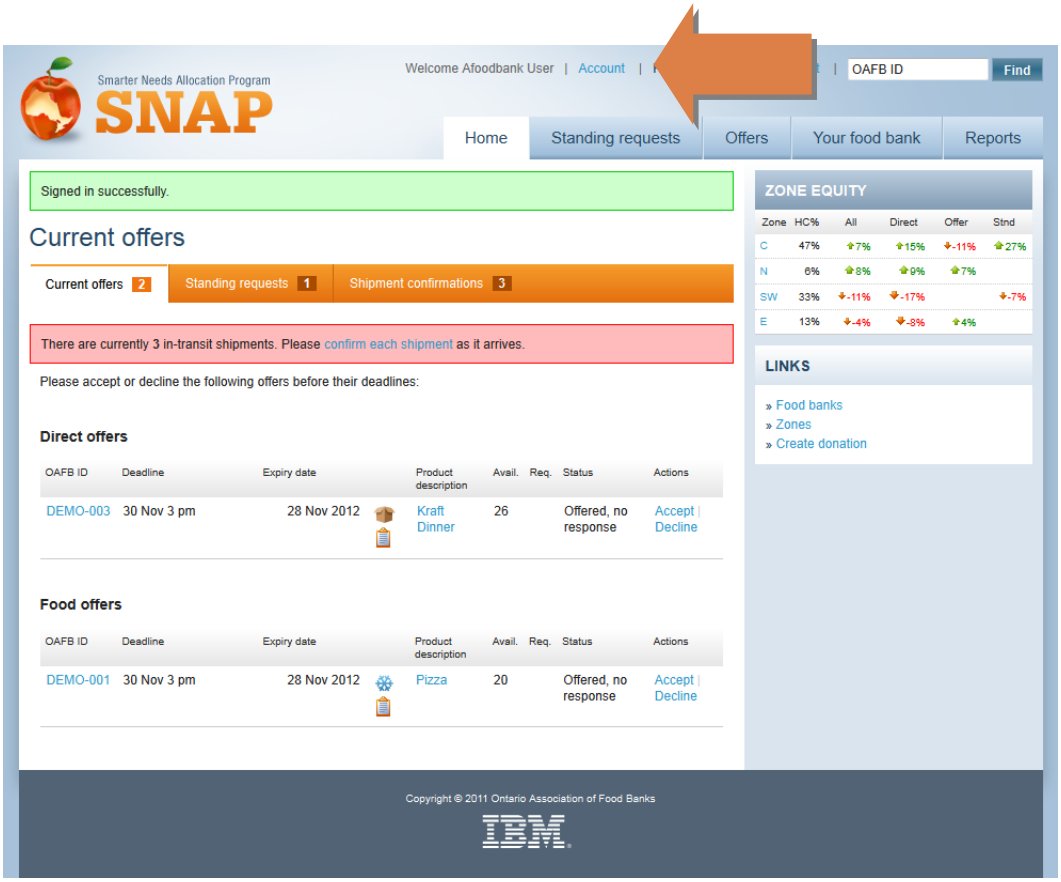
1. Go to http://snap.oafb.ca
2. Click on the '**Forgot your password?**' link (as seen on previous page)
3. Enter your email address

Smarter Needs Allocation Program
SNAP
ONTARIO
ASSOCIATION OF
FOOD BANKS
Sign In
The Smarter Needs Allocation Program was created by IBM for the Ontario Association of Food Banks.
You need to sign in before continuing.
Forgot your password?
Email
Send me reset instructions
Sign in
» Forgot your password?
» Request an account by contacting OAFB

4. Click **'Send me reset instructions'**

HOW TO CHANGE MY PASSWORD

1. Go to http://snap.oafb.ca
2. Enter your username and password into the fields provided.
3. Click the **'Login'** button
4. Once logged in, click **'Account'** at the top of the page


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account |
OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
Signed in successfully.
Current offers
Current offers 2
Standing requests 1
Shipment confirmations 3
There are currently 3 in-transit shipments. Please confirm each shipment as it arrives.
Please accept or decline the following offers before their deadlines:
Direct offers
OAFB ID Deadline Expiry date Product description Avail. Req. Status Actions
DEMO-003 30 Nov 3 pm 28 Nov 2012 Kraft Dinner 26 Offered, no response Accept | Decline
Food offers
OAFB ID Deadline Expiry date Product description Avail. Req. Status Actions
DEMO-001 30 Nov 3 pm 28 Nov 2012 Pizza 20 Offered, no response Accept | Decline
ZONE EQUITY
Zone HC% All Direct Offer Stnd
C 47% 7% 15% -11% 27%
N 6% 8% 9% 7%
SW 33% -11% -17% -7%
E 13% -4% -8% 4%
LINKS
» Food banks
» Zones
» Create donation
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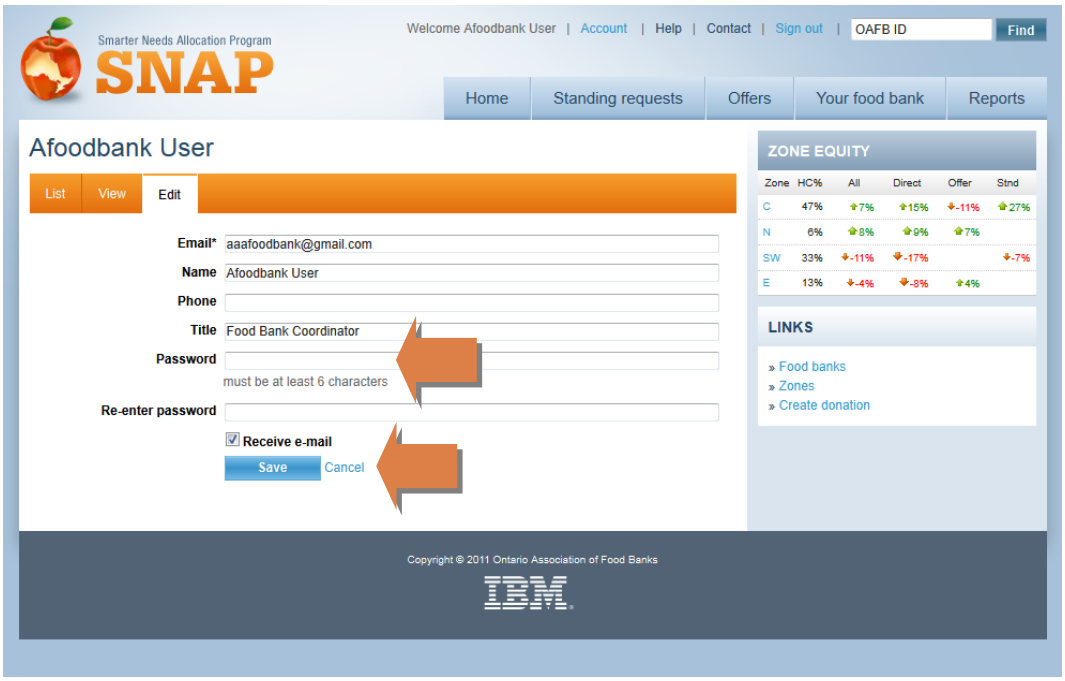
IBM

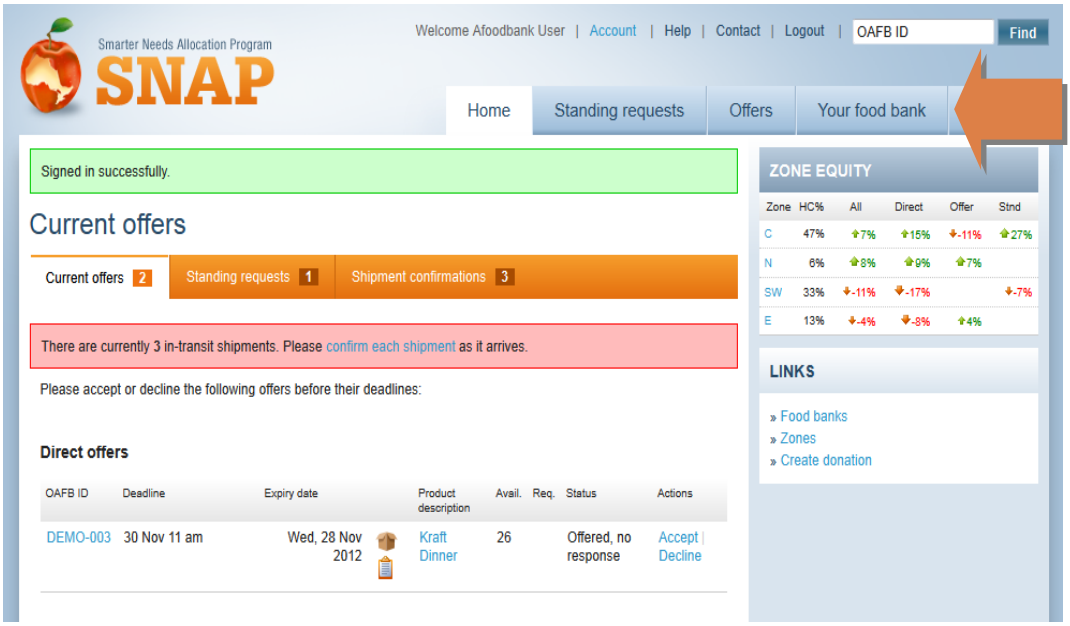
5. Enter a new password in the '**password**' field, and then once again in the '**re-enter password field**'



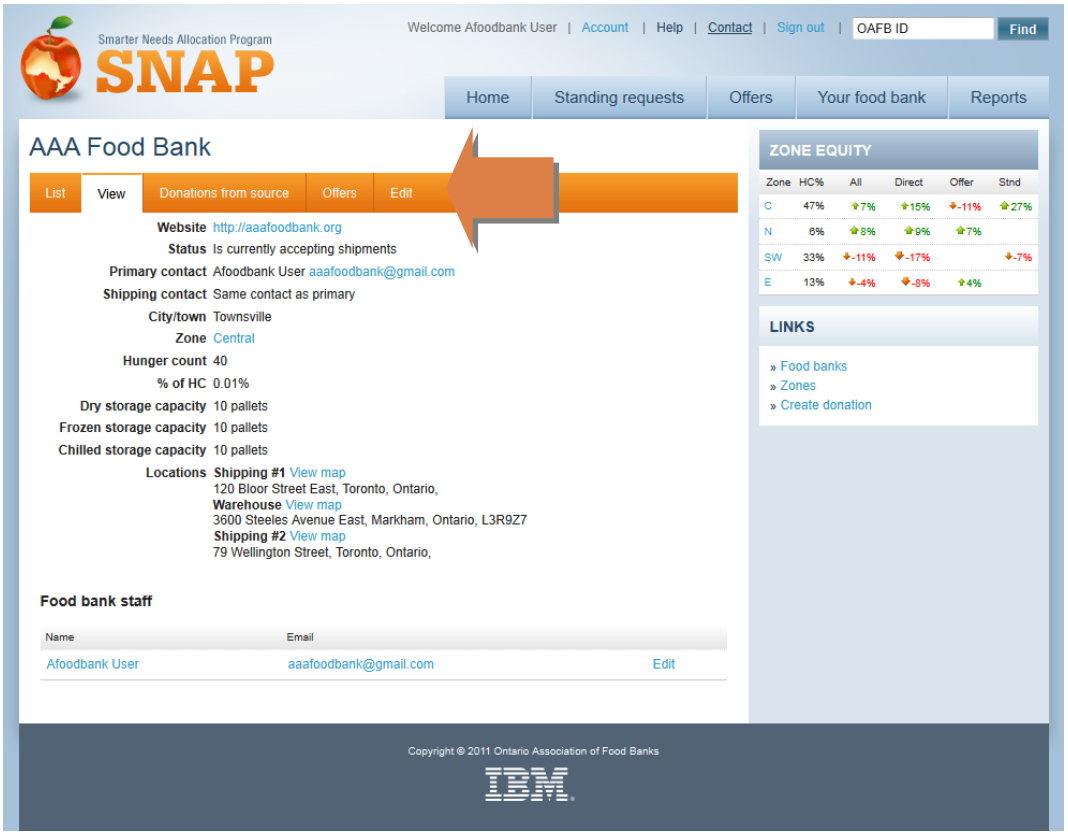
6. Click '**Save**' to change your password

HOW TO EDIT/CHANGE MY PROFILE

1. Log on to snap.oafb.ca
2. Click on '**Your food bank**'.


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Logout | OAFB ID Find
Home
Standing requests
Offers
Your food bank
Signed in successfully.
Current offers
Current offers 2
Standing requests 1
Shipment confirmations 3
There are currently 3 in-transit shipments. Please confirm each shipment as it arrives.
Please accept or decline the following offers before their deadlines:
Direct offers
OAFB ID Deadline Expiry date Product description Avail. Req. Status Actions
DEMO-003 30 Nov 11 am Wed, 28 Nov 2012 Kraft Dinner 26 Offered, no response Accept | Decline
ZONE EQUITY
Zone HC% All Direct Offer Stnd
C 47% 7% 15% -11% 27%
N 6% 8% 9% 7%
SW 33% -11% -17% -7%
E 13% -4% -8% 4%
LINKS
» Food banks
» Zones
» Create donation

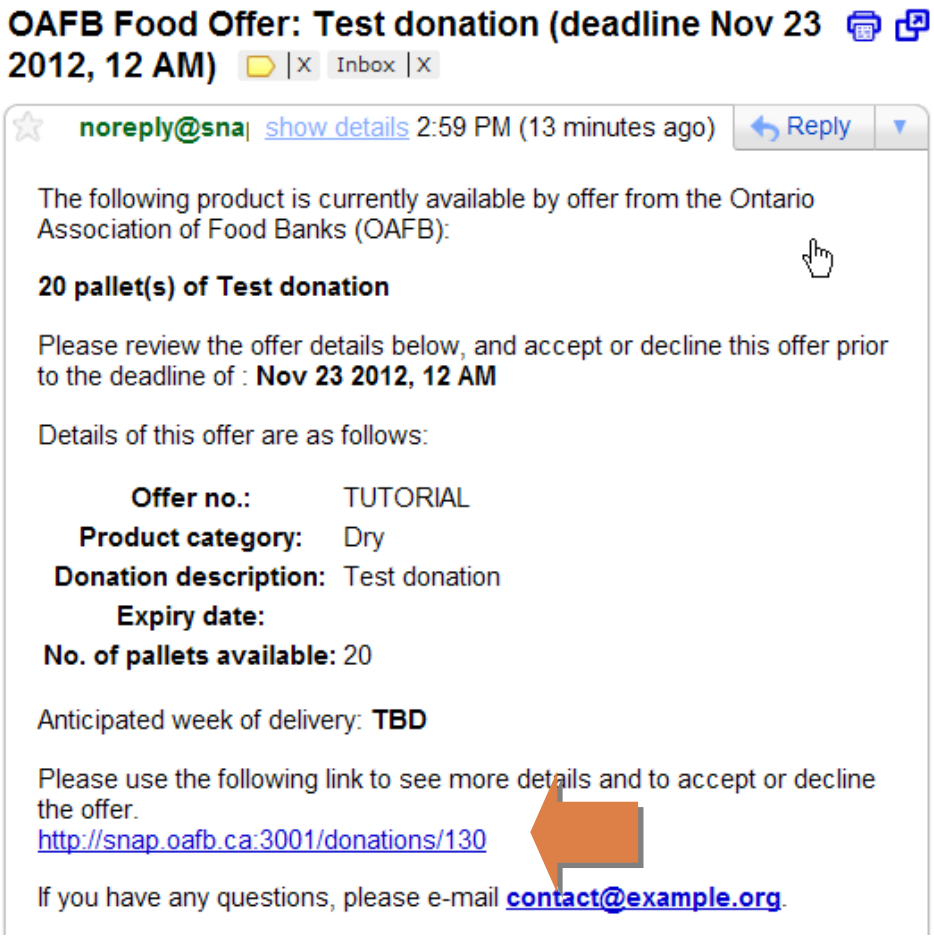
3. Click on '**Edit**'.



4. You will then be able to edit all applicable fields for your food bank
5. Once complete, click **'Save'** at the bottom of the page

HOW TO ACCEPT A FOOD OFFER

1. You will receive an email from noreply@snap.oafb.ca informing you that there is a food offer available. A sample email can be found below:



OAFB Food Offer: Test donation (deadline Nov 23 2012, 12 AM) | X | Inbox | X

noreply@sna| show details 2:59 PM (13 minutes ago) Reply

The following product is currently available by offer from the Ontario Association of Food Banks (OAFB):

20 pallet(s) of Test donation

Please review the offer details below, and accept or decline this offer prior to the deadline of : **Nov 23 2012, 12 AM**

Details of this offer are as follows:

Offer no.: TUTORIAL
Product category: Dry
Donation description: Test donation
Expiry date:
No. of pallets available: 20

Anticipated week of delivery: **TBD**

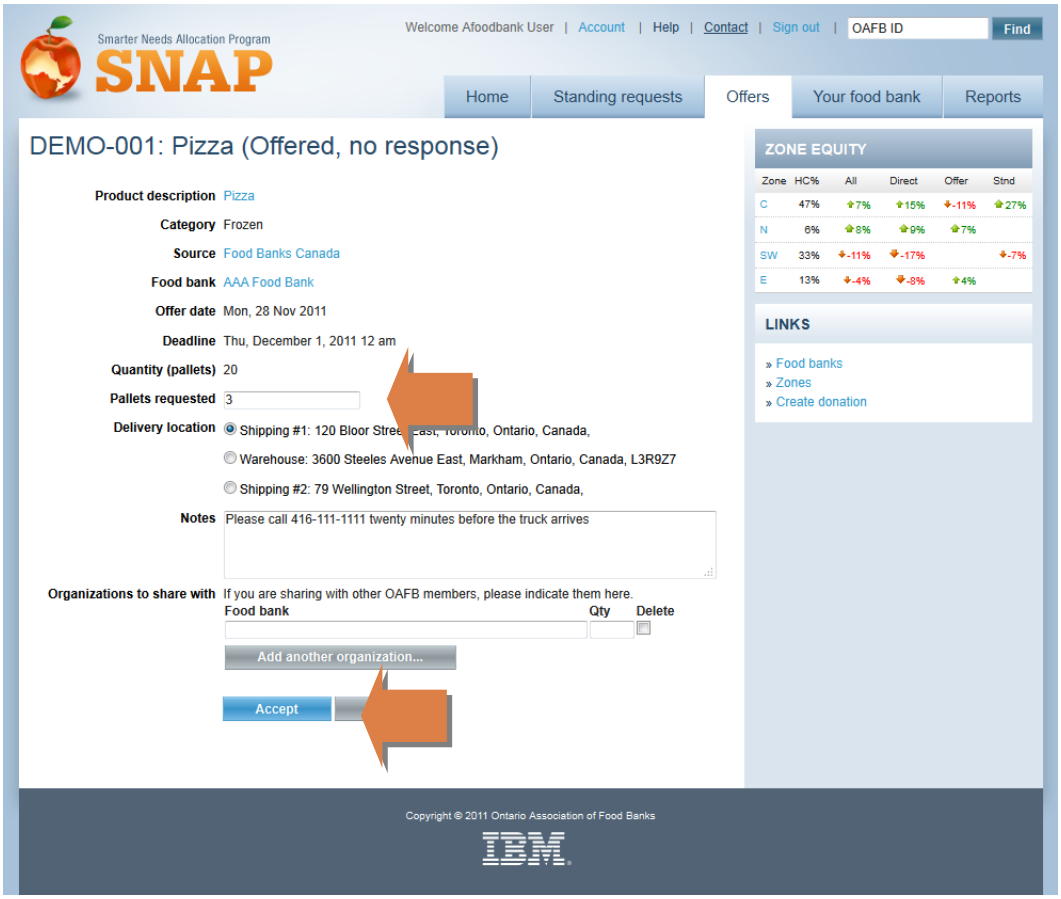
Please use the following link to see more details and to accept or decline the offer.
http://snap.oafb.ca:3001/donations/130

If you have any questions, please e-mail **contact@example.org**.

2. To accept (or decline) the offer, you will click on the link in the email – sample can be found above
3. You will then log-in to SNAP as described on page 3. After you log-in, you will see the offer

4. You will then need to indicate the amount of pallets you are able to accept and click **'Accept'.**

***Please note: If you **cannot** accept a full pallet and will be sharing with another member or alternately will be accepting the offer on behalf of another OAFB member you will indicate this under **'Organizations to share with'.**


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
DEMO-001: Pizza (Offered, no response)
Product description Pizza
Category Frozen
Source Food Banks Canada
Food bank AAA Food Bank
Offer date Mon, 28 Nov 2011
Deadline Thu, December 1, 2011 12 am
Quantity (pallets) 20
Pallets requested 3
Delivery location
Shipping #1: 120 Bloor Stree
Warehouse: 3600 Steeles Avenue East, Markham, Ontario, Canada, L3R9Z7
Shipping #2: 79 Wellington Street, Toronto, Ontario, Canada,
Notes Please call 416-111-1111 twenty minutes before the truck arrives
Organizations to share with If you are sharing with other OAFB members, please indicate them here.
Food bank
Qty
Delete
Add another organization...
Accept
ZONE EQUITY
Zone HC% All Direct Offer Stnd
C 47% 7% 15% -11% 27%
N 6% 8% 9% 7%
SW 33% -11% -17% -7%
E 13% -4% -8% 4%
LINKS
» Food banks
» Zones
» Create donation
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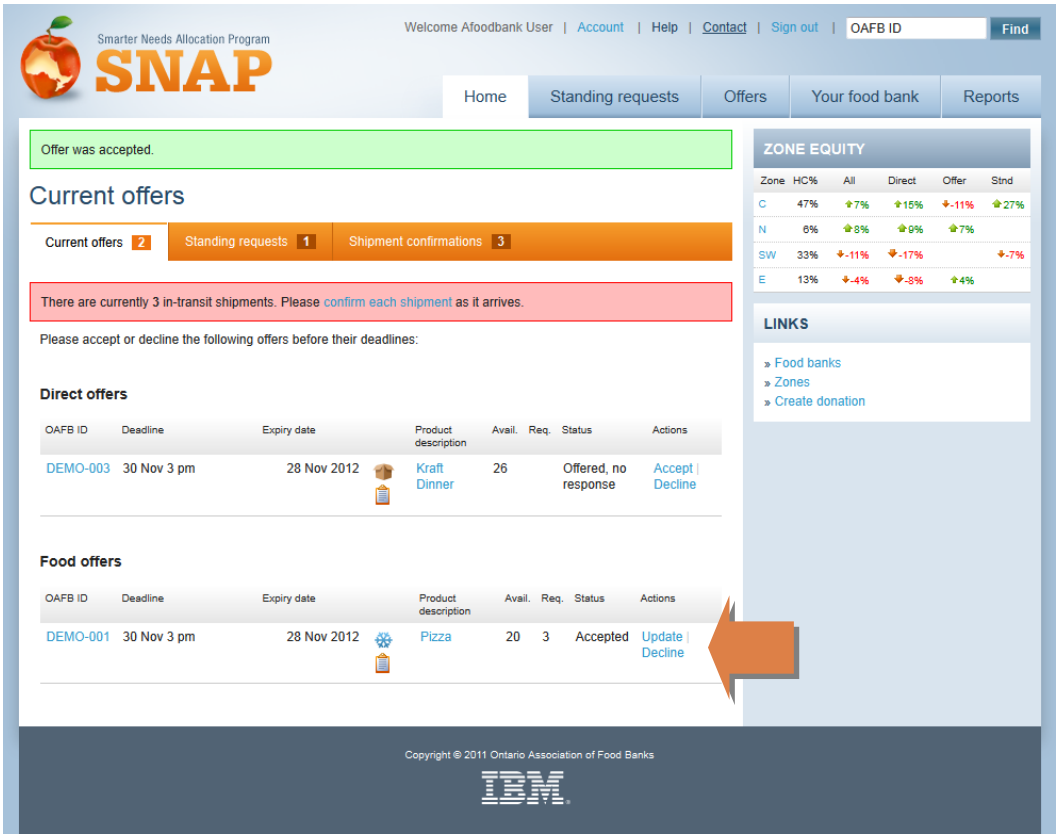
IBM

5. You will then be taken back to the dashboard (home) page. You can update your request until the listed deadline by clicking **'Update'**


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
Offer was accepted.
Current offers
Current offers 2
Standing requests 1
Shipment confirmations 3
There are currently 3 in-transit shipments. Please confirm each shipment as it arrives.
Please accept or decline the following offers before their deadlines:
Direct offers
OAFB ID Deadline Expiry date Product description Avail. Req. Status Actions
DEMO-003 30 Nov 3 pm 28 Nov 2012 Kraft Dinner 26 Offered, no response Accept | Decline
Food offers
OAFB ID Deadline Expiry date Product description Avail. Req. Status Actions
DEMO-001 30 Nov 3 pm 28 Nov 2012 Pizza 20 3 Accepted Update | Decline
ZONE EQUITY
Zone HC% All Direct Offer Stnd
C 47% 7% 15% -11% 27%
N 6% 8% 9% 7%
SW 33% -11% -17% -7%
E 13% -4% -8% 4%
LINKS
» Food banks
» Zones
» Create donation
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IBM

6. When the deadline has passed, the OAFB will allocate the product and you will receive notification of receipt via email. Sample email can be found below:

OAFB Allocation: Test donation
Inbox
noreply@snap show details 3:13 PM (0 minutes ago)
Reply
Offer No. TUTORIAL of 20 pallet(s) of Test donation has been allocated as follows:
Townsville (AAA Food Bank): 5
For updated hunger count and zone allocation balances, please view the equity report at http://snap.oafb.ca:3001/reports/zone_equity
When the donation arrives, please confirm it at the following link: http://snap.oafb.ca:3001/offers/14701/confirm
If you have any questions, please e-mail contact@example.org.

HOW TO ACCEPT A DIRECT OFFER

1. You will receive an email from noreply@snap.oafb.ca informing you that there is an available direct offer available. Sample can be found below:

OAFB Direct Offer: Tomatoes (deadline Nov 25 2011, 03 PM) | X Inbox | X

noreply@snap show details 3:17 PM (0 minutes ago) Reply

The following product is currently available by direct allocation from the Ontario Association of Food Banks (OAFB):

5 pallet(s) of **Tomatoes** for pick up at **Sample Donor Address: 400 Bathurst Street, Toronto**

Please accept or decline this offer before the deadline of: **Nov 25 2011, 03 PM**

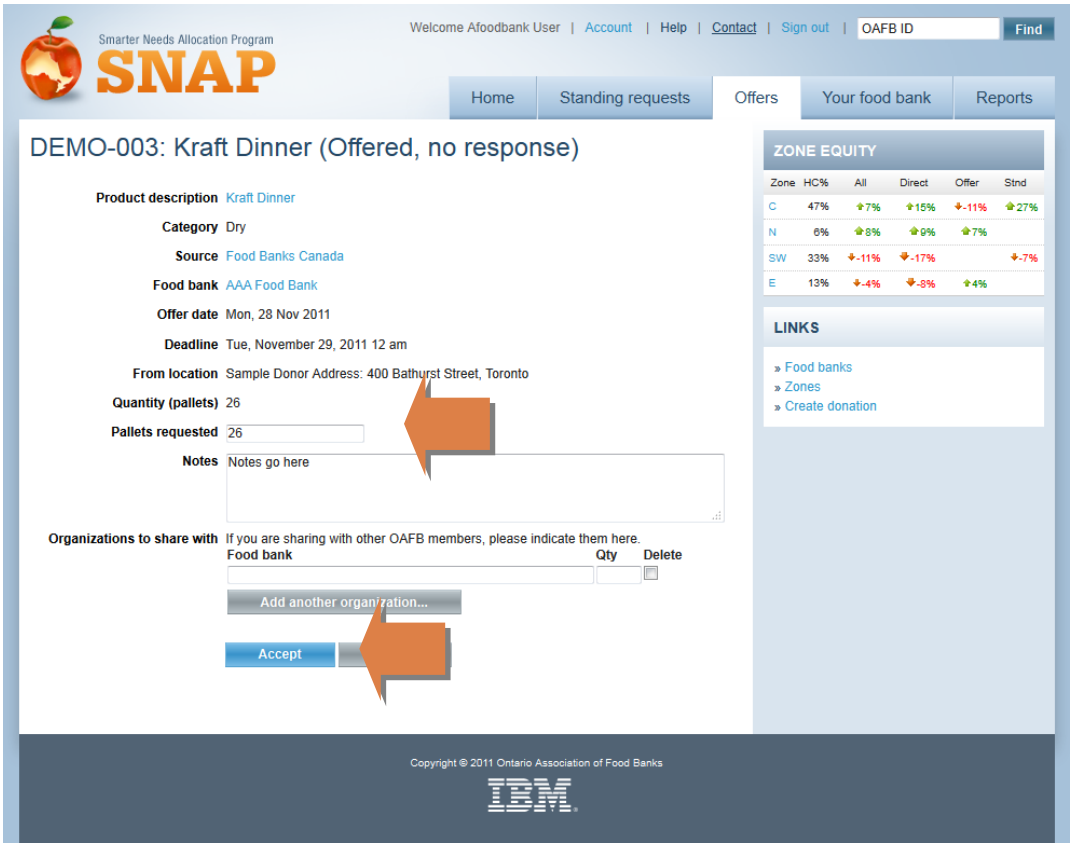
Details of this offer are as follows:
Offer no.: **DEMO-3**
Product category: **Dry**
Donation description: **Tomatoes**
Expiry date:
Total pallets: **5**

Please use the following link to see more details and t pt or decline the offer. **http://snap.oafb.ca:3001/donations/145**

If you have any questions, please e-mail **contact@example.org**.

2. To accept (or decline), click on the link in the email and log-in to SNAP. You will see the offer.

3. Fill in the total pallets you are able to accept. You may also enter any notes you would like the OAFB to view in the **'Notes'** field. Click **'Accept'** to continue.


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
DEMO-003: Kraft Dinner (Offered, no response)
Product description Kraft Dinner
Category Dry
Source Food Banks Canada
Food bank AAA Food Bank
Offer date Mon, 28 Nov 2011
Deadline Tue, November 29, 2011 12 am
From location Sample Donor Address: 400 Bathurst Street, Toronto
Quantity (pallets) 26
Pallets requested 26
Notes Notes go here
Organizations to share with If you are sharing with other OAFB members, please indicate them here.
Food bank
Qty
Delete
Add another organization...
Accept
ZONE EQUITY
Zone HC% All Direct Offer Stnd
C 47% 7% 15% -11% 27%
N 6% 8% 9% 7%
SW 33% -11% -17% -7%
E 13% -4% -8% 4%
LINKS
» Food banks
» Zones
» Create donation
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IBM

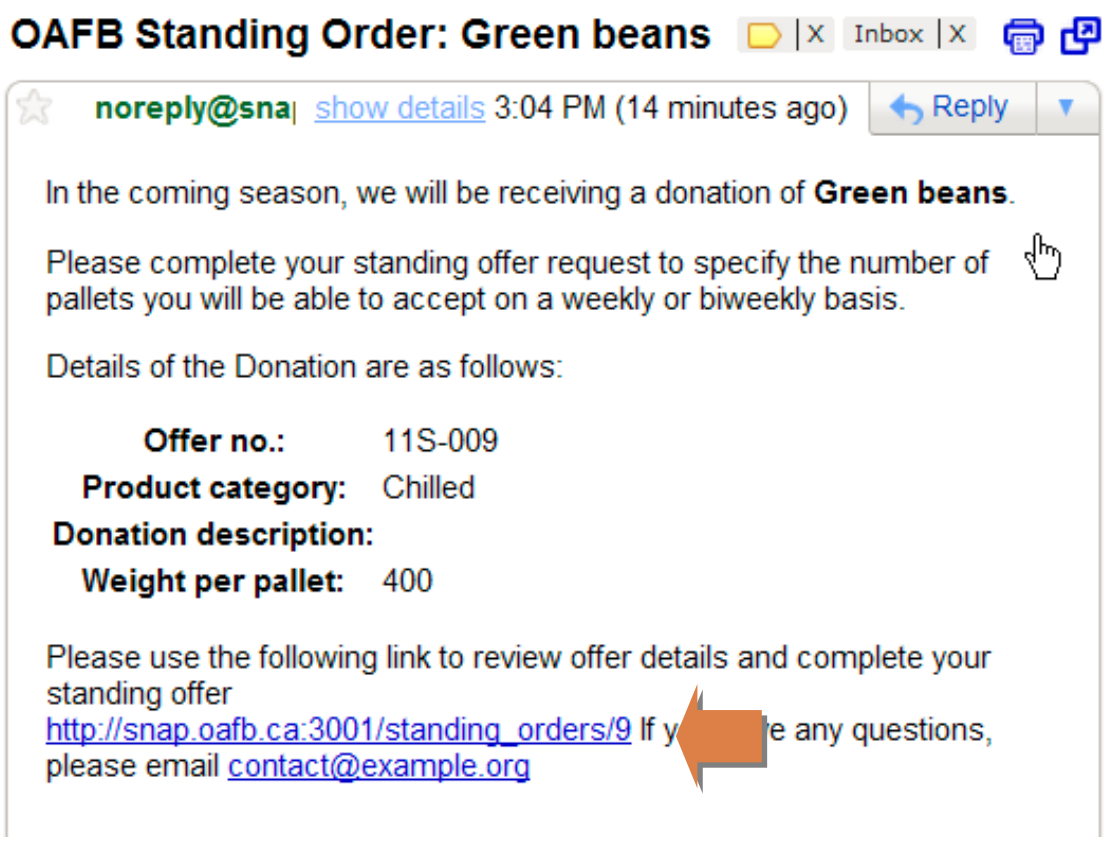
4. You will then receive an email confirming the allocation of the product via email and what arrangements for pick up need to be made. A sample email can be found below:

OAFB Direct Allocation: Tomato sauce (11D-115)
Inbox
noreply@sna
show details 3:03 PM (14 minutes ago)
Reply
Based on your acceptance, the following product has been allocated to your food bank:
4 pallet(s) of Tomato sauce
Details for pickup are as follows:
Sample Donor Address: 400 Bathurst Street, Toronto
slightly dented cans, 24 per case
When the donation arrives, please confirm it at the following link:
http://snap.oafb.ca:3001/offers/15192/confirm
If you have any questions, please e-mail contact@example.org.

HOW TO ACCEPT A STANDING OFFER

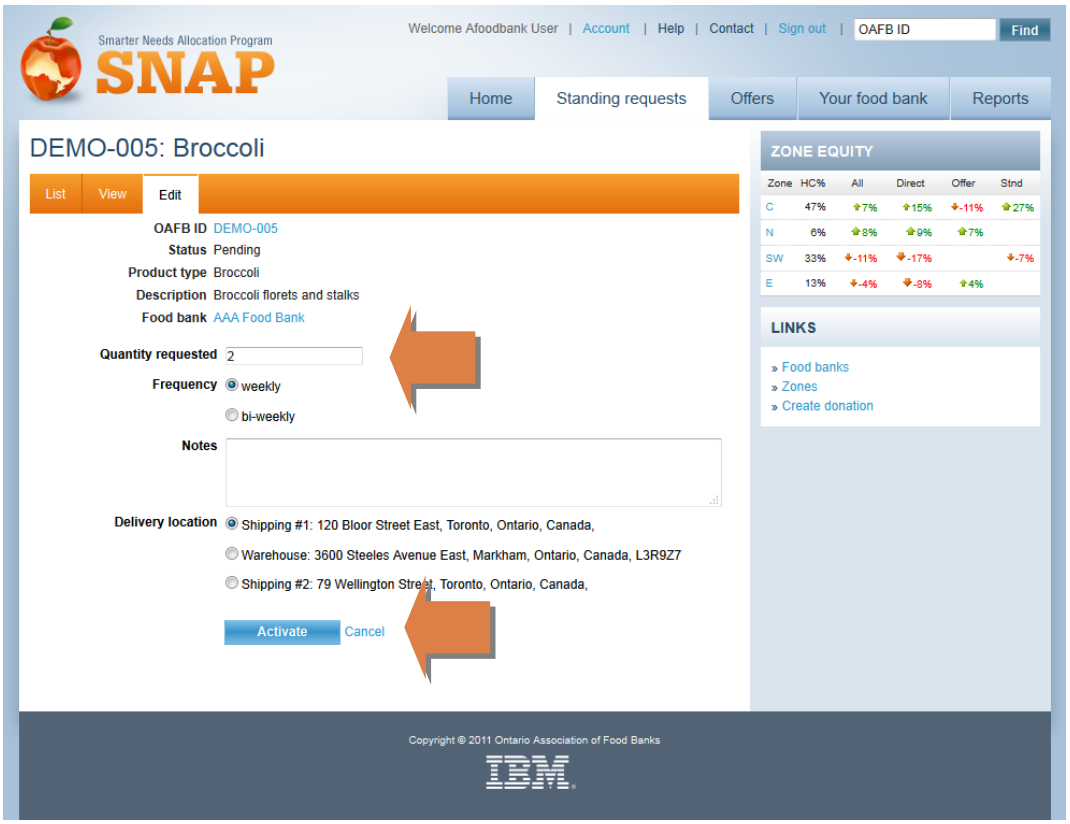
1. You will receive an email from noreply@snap.oafb.ca informing you that there is an available direct offer available. Sample can be found below.

2. To accept (or decline), click on the link in the email and log-in to SNAP


OAFB Standing Order: Green beans
Inbox
noreply@sna
show details 3:04 PM (14 minutes ago)
Reply
In the coming season, we will be receiving a donation of Green beans.
Please complete your standing offer request to specify the number of pallets you will be able to accept on a weekly or biweekly basis.
Details of the Donation are as follows:
Offer no.: 11S-009
Product category: Chilled
Donation description:
Weight per pallet: 400
Please use the following link to review offer details and complete your standing offer
http://snap.oafb.ca:3001/standing_orders/9
please email contact@example.org

3. Once logged in, it will bring you to the submission screen. You will need to indicate how many pallets you can accept on a weekly or bi-weekly basis. You will then click **'Activate'**

****Please note - You can also add any additional notes you want the OAFB to see in the 'Notes' field*



4. When weekly donations begin, you will receive an email indicating where the product was allocated for that week. A sample email can be found below:

OAFB Standing Offer: Cauliflower | X Inbox | X

noreply@sna| show details 3:06 PM (13 minutes ago) Reply

The Standing Offer Allocation for offer no. **11S-008 (Cauliflower)** for the week of **Nov 23 2011** is as follows:

Townsville (AAA Food Bank):	3
Toronto (Daily Bread Food Bank):	3
Kitchener (The Food Bank of Waterloo Region):	3

For updated hunger count and zone allocation balances, please view the equity report at
http://snap.oafb.ca:3001/reports/zone_equity

To change your standing offer request, please click here:
http://snap.oafb.ca:3001/standing_orders/8

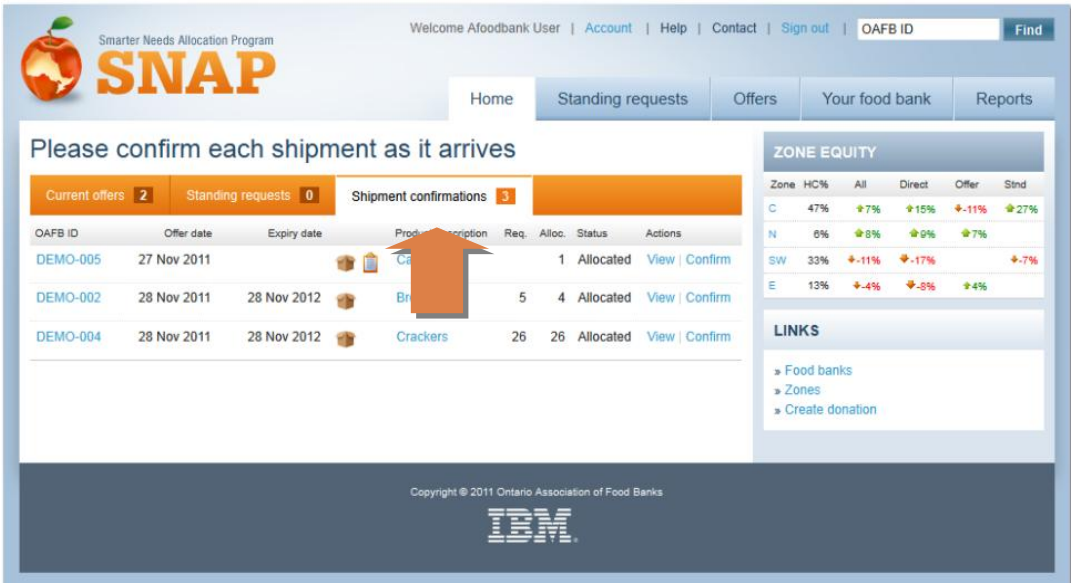
When the donation arrives, please confirm it at the following link:
http://snap.oafb.ca:3001/offers/15204/confirm

If you have any questions, please email contact@example.org

5. To update or change your standing offer request, click the link above and adjust your request accordingly.

HOW TO CONFIRM A SHIPMENT

1. Log-in to SNAP
2. On your dashboard, click **'Shipment Confirmations'**


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
Please confirm each shipment as it arrives
Current offers 2
Standing requests 0
Shipment confirmations 3
OAFB ID Offer date Expiry date Product description Req. Alloc. Status Actions
DEMO-005 27 Nov 2011 1 Allocated View | Confirm
DEMO-002 28 Nov 2011 28 Nov 2012 5 4 Allocated View | Confirm
DEMO-004 28 Nov 2011 28 Nov 2012 Crackers 26 26 Allocated View | Confirm
ZONE EQUITY
LINKS
» Food banks
» Zones
» Create donation
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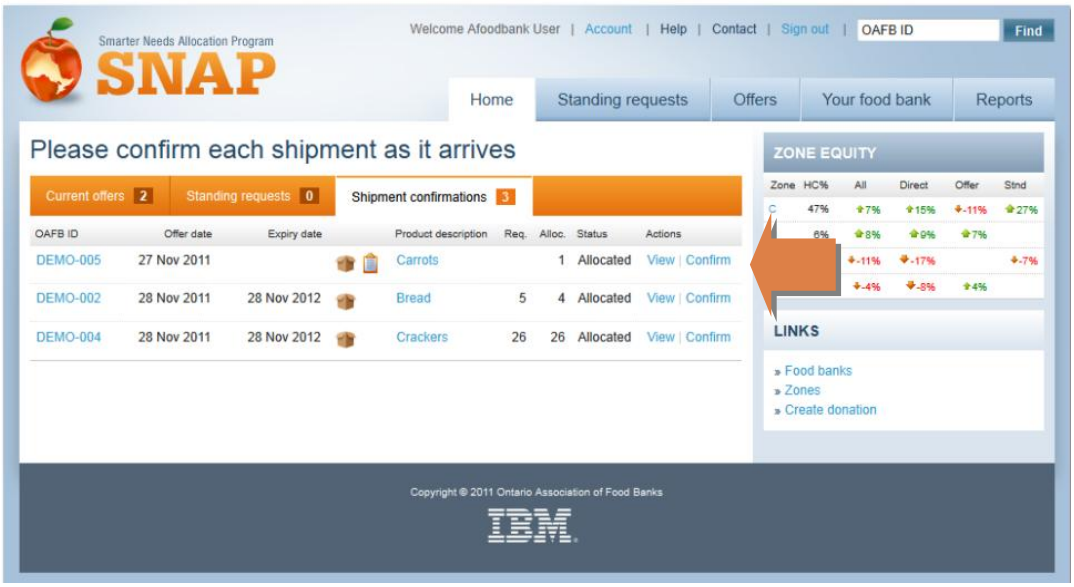
IBM

3. You will then find the applicable OAFB Food Offer and click **'Confirm'**


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Standing requests
Offers
Your food bank
Reports
Please confirm each shipment as it arrives
Current offers 2
Standing requests 0
Shipment confirmations 3
OAFB ID Offer date Expiry date Product description Req. Alloc. Status Actions
DEMO-005 27 Nov 2011 Carrots 1 Allocated View | Confirm
DEMO-002 28 Nov 2011 28 Nov 2012 Bread 5 4 Allocated View | Confirm
DEMO-004 28 Nov 2011 28 Nov 2012 Crackers 26 26 Allocated View | Confirm
ZONE EQUITY
LINKS
» Food banks
» Zones
» Create donation
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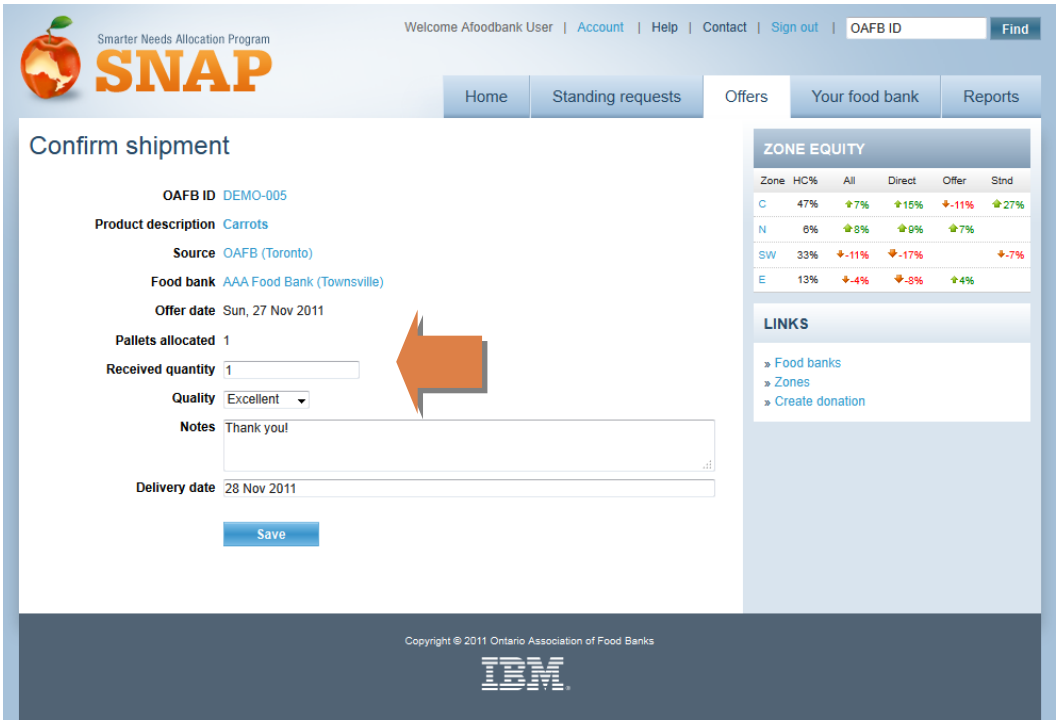
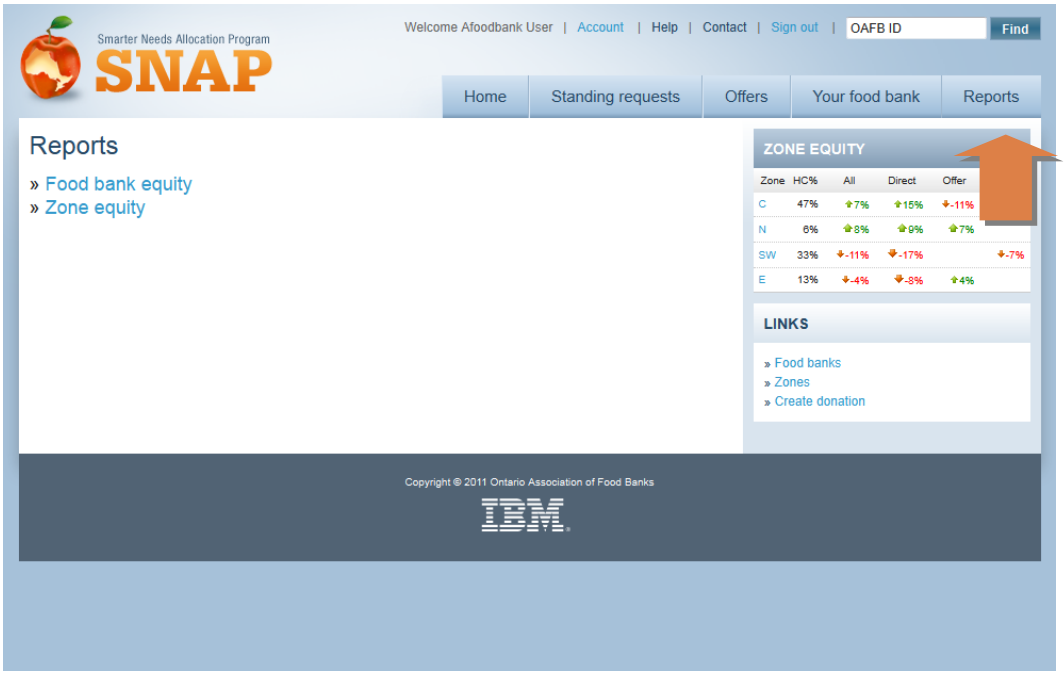
4. You will then indicate how many pallets you received, the quality, and any additional notes you would like to submit to the OAFB. You will then click **'Save'**

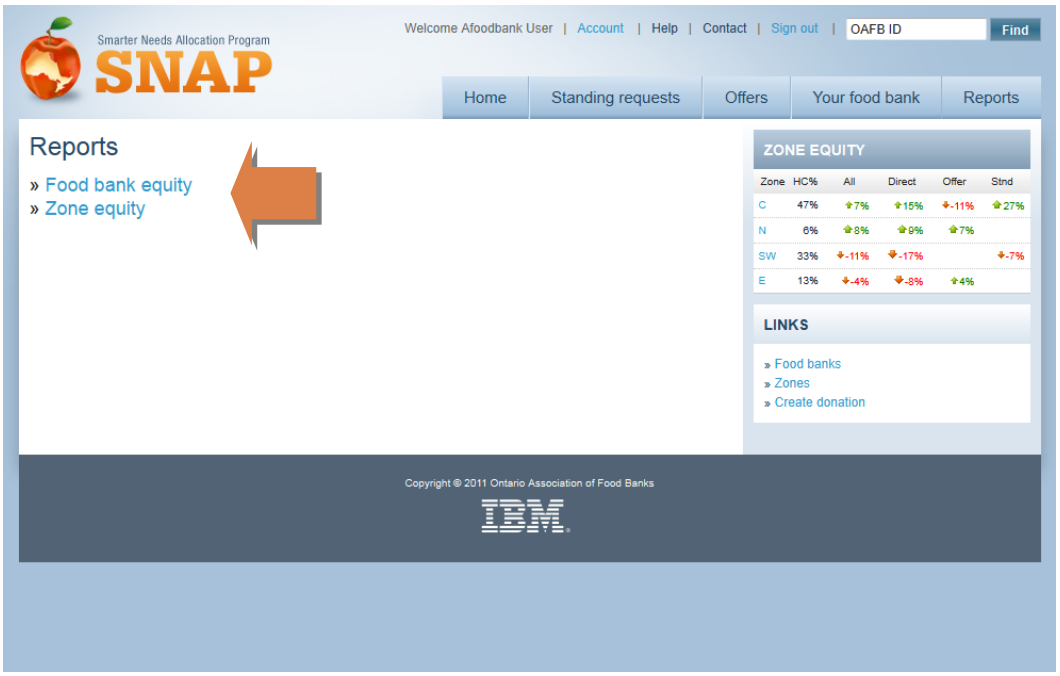


HOW TO VIEW AND DOWNLOAD A REPORT

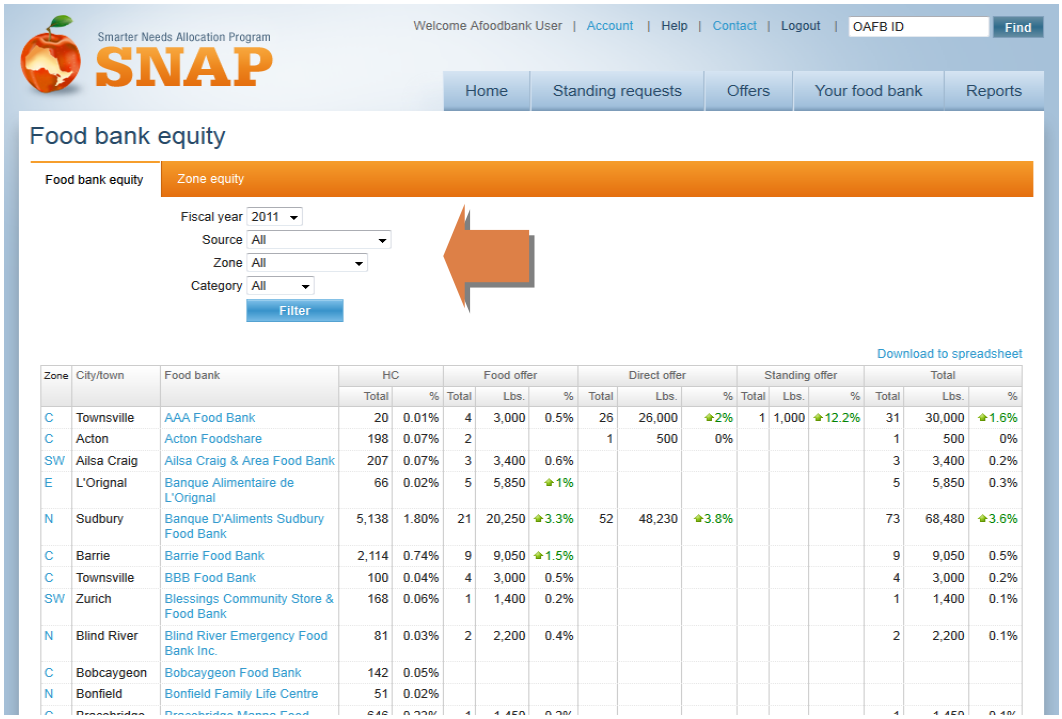
1. Log-in to snap.oafb.ca
2. Click on 'Reports' in the top right-hand corner



3. You will then select which type of report you wish to view. Your options are: Food Bank Equity or Zone Equity

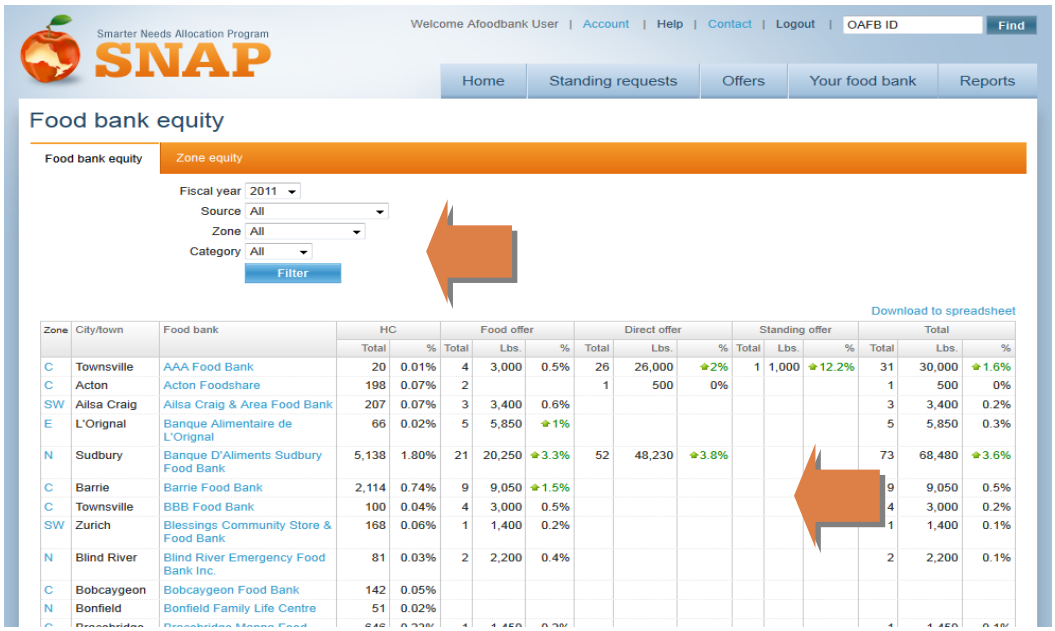


4. Once you click your selection, the report will appear on the page. You may filter by OAFB fiscal year, source, zone, and category.

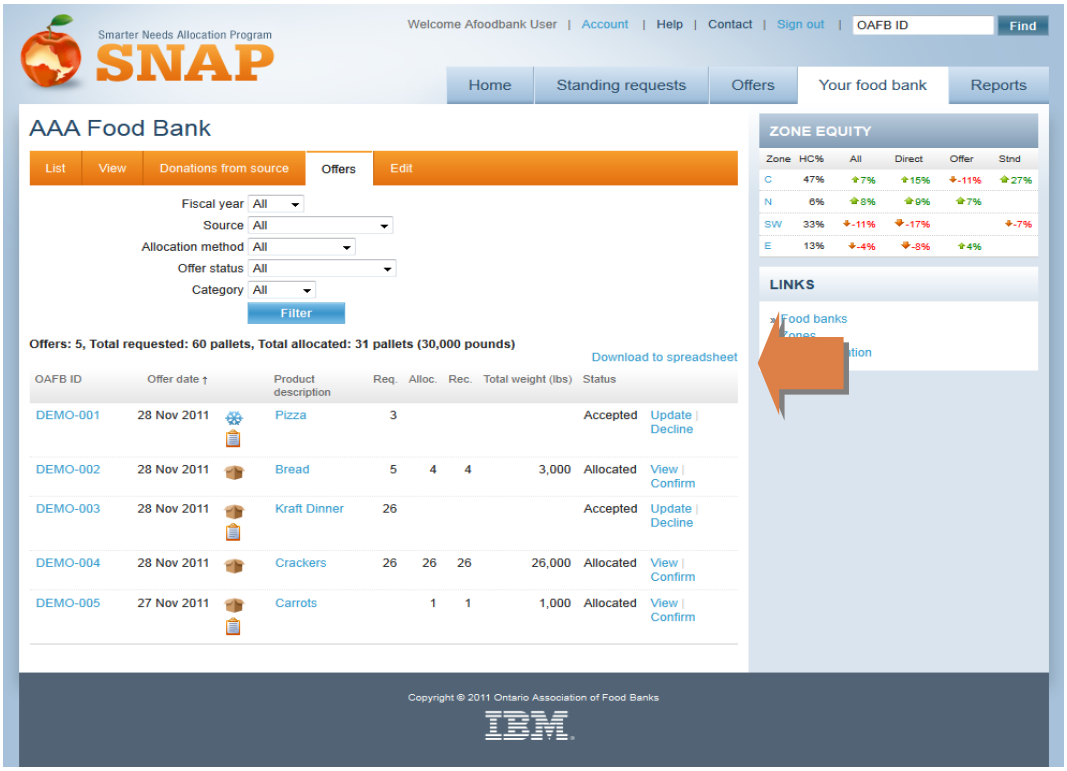


Zone	City/town	Food bank	HC		Food offer			Direct offer			Standing offer			Total		
			Total	%	Total	Lbs.	%	Total	Lbs.	%	Total	Lbs.	%	Total	Lbs.	%
C	Townsville	AAA Food Bank	20	0.01%	4	3,000	0.5%	26	26,000	▲2%	1	1,000	▲12.2%	31	30,000	▲1.6%
C	Acton	Acton Foodshare	198	0.07%	2			1	500	0%				1	500	0%
SW	Ailsa Craig	Ailsa Craig & Area Food Bank	207	0.07%	3	3,400	0.6%							3	3,400	0.2%
E	L'Orignal	Banque Alimentaire de L'Orignal	66	0.02%	5	5,850	▲1%							5	5,850	0.3%
N	Sudbury	Banque D'Aliments Sudbury Food Bank	5,138	1.80%	21	20,250	▲3.3%	52	48,230	▲3.8%				73	68,480	▲3.6%
C	Barrie	Barrie Food Bank	2,114	0.74%	9	9,050	▲1.5%							9	9,050	0.5%
C	Townsville	BBB Food Bank	100	0.04%	4	3,000	0.5%							4	3,000	0.2%
SW	Zurich	Blessings Community Store & Food Bank	168	0.06%	1	1,400	0.2%							1	1,400	0.1%
N	Blind River	Blind River Emergency Food Bank Inc.	81	0.03%	2	2,200	0.4%							2	2,200	0.1%
C	Bobcaygeon	Bobcaygeon Food Bank	142	0.05%												
N	Bonfield	Bonfield Family Life Centre	51	0.02%												

5. To view a history of your food banks' allocations, click on your food bank's name in the report


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Logout | OAFB ID | Find
Home | Standing requests | Offers | Your food bank | Reports
Food bank equity
Food bank equity | Zone equity
Fiscal year 2011
Source All
Zone All
Category All
Filter
Download to spreadsheet
Zone | City/town | Food bank | HC | Food offer | Direct offer | Standing offer | Total
C | Townsville | AAA Food Bank | 20 | 0.01% | 4 | 3,000 | 0.5% | 26 | 26,000 | 2% | 1 | 1,000 | 12.2% | 31 | 30,000 | 1.6%
C | Acton | Acton Foodshare | 198 | 0.07% | 2 | | | 1 | 500 | 0% | | | | 1 | 500 | 0%
SW | Ailsa Craig | Ailsa Craig & Area Food Bank | 207 | 0.07% | 3 | 3,400 | 0.6% | | | | | | | 3 | 3,400 | 0.2%
E | L'Orignal | Banque Alimentaire de L'Orignal | 66 | 0.02% | 5 | 5,850 | 1% | | | | | | | 5 | 5,850 | 0.3%
N | Sudbury | Banque D'Aliments Sudbury Food Bank | 5,138 | 1.80% | 21 | 20,250 | 3.3% | 52 | 48,230 | 3.8% | | | | 73 | 68,480 | 3.6%
C | Barrie | Barrie Food Bank | 2,114 | 0.74% | 9 | 9,050 | 1.5% | | | | | | | 9 | 9,050 | 0.5%
C | Townsville | BBB Food Bank | 100 | 0.04% | 4 | 3,000 | 0.5% | | | | | | | 4 | 3,000 | 0.2%
SW | Zurich | Blessings Community Store & Food Bank | 168 | 0.06% | 1 | 1,400 | 0.2% | | | | | | | 1 | 1,400 | 0.1%
N | Blind River | Blind River Emergency Food Bank Inc. | 81 | 0.03% | 2 | 2,200 | 0.4% | | | | | | | 2 | 2,200 | 0.1%
C | Bobcaygeon | Bobcaygeon Food Bank | 142 | 0.05% | | | | | | | | | | | | |
N | Bonfield | Bonfield Family Life Centre | 51 | 0.02% | | | | | | | | | | | | |

6. At the top of the report, it will list an overall total for your food bank. If you wish to save a copy of this report (or any report), you can click '**download to spreadsheet'** and it will open in a spreadsheet application.


Smarter Needs Allocation Program
SNAP
Welcome Afoodbank User | Account | Help | Contact | Sign out | OAFB ID | Find
Home | Standing requests | Offers | Your food bank | Reports
AAA Food Bank
List | View | Donations from source | Offers | Edit
Fiscal year All
Source All
Allocation method All
Offer status All
Category All
Filter
Offers: 5, Total requested: 60 pallets, Total allocated: 31 pallets (30,000 pounds)
Download to spreadsheet
OAFB ID | Offer date | Product description | Req. | Alloc. | Rec. | Total weight (lbs) | Status
DEMO-001 | 28 Nov 2011 | Pizza | 3 | | | | Accepted | Update | Decline
DEMO-002 | 28 Nov 2011 | Bread | 5 | 4 | 4 | 3,000 | Allocated | View | Confirm
DEMO-003 | 28 Nov 2011 | Kraft Dinner | 26 | | | | Accepted | Update | Decline
DEMO-004 | 28 Nov 2011 | Crackers | 26 | 26 | 26 | 26,000 | Allocated | View | Confirm
DEMO-005 | 27 Nov 2011 | Carrots | | 1 | 1 | 1,000 | Allocated | View | Confirm
ZONE EQUITY
Zone | HC% | All | Direct | Offer | Stnd
C | 47% | 7% | 15% | -11% | 27%
N | 6% | 8% | 9% | 7%
SW | 33% | -11% | -17% | -7%
E | 13% | -4% | -8% | 4%
LINKS
Food banks
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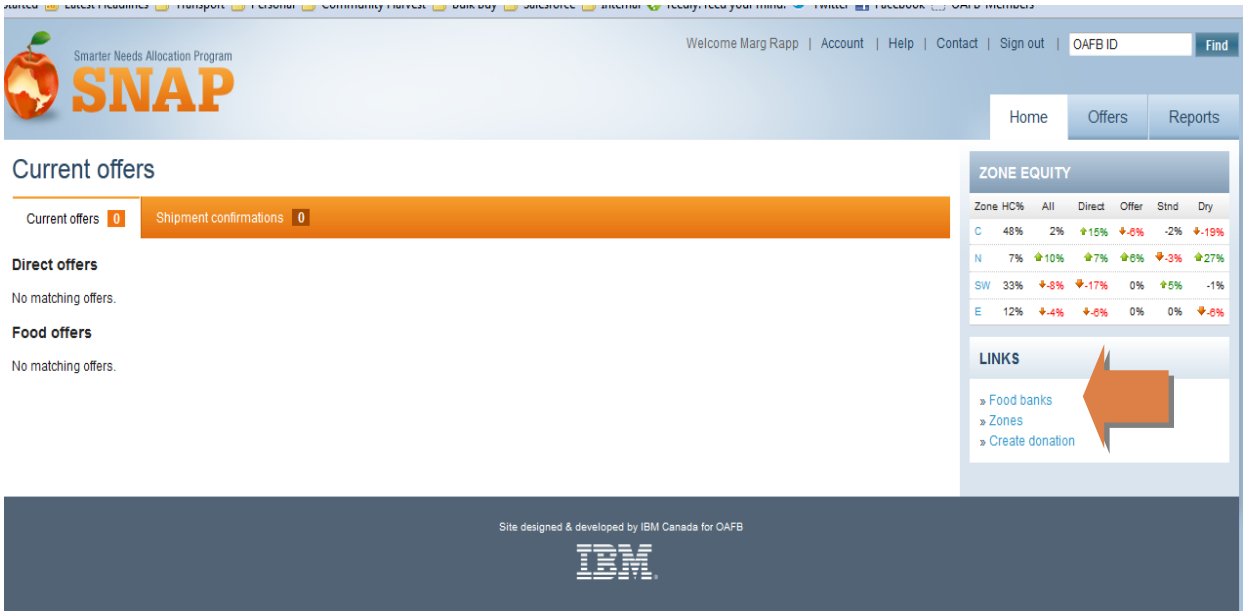
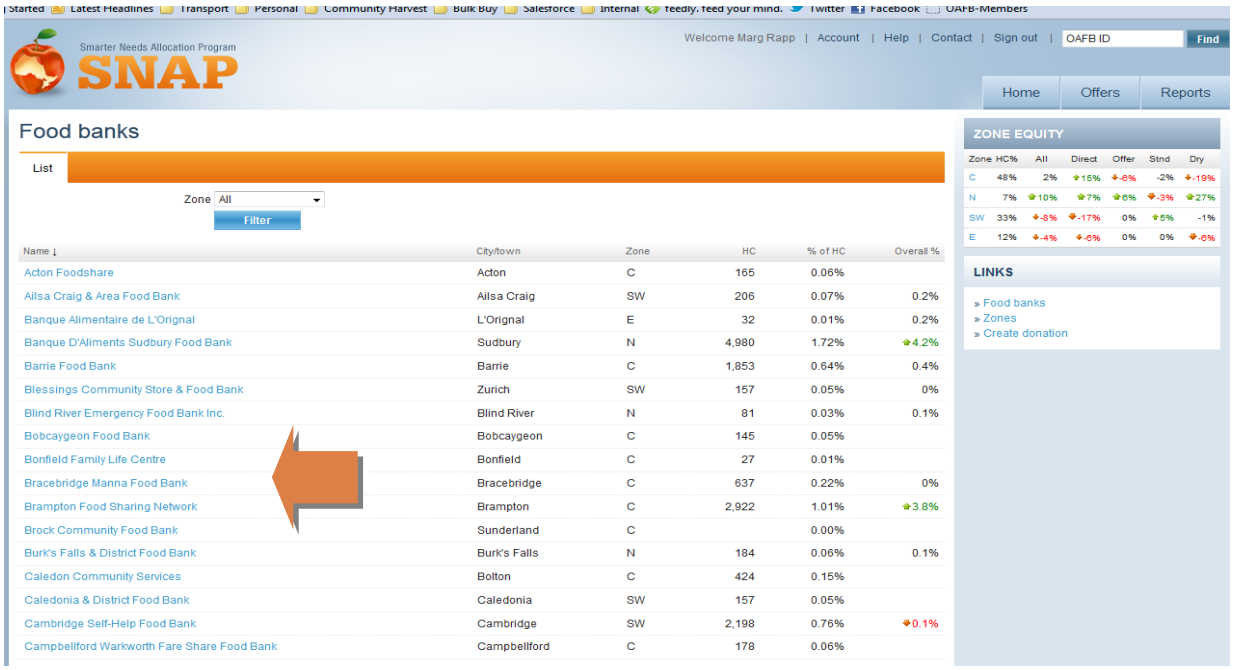
IBM

HOW TO UPDATE YOUR PROFILE

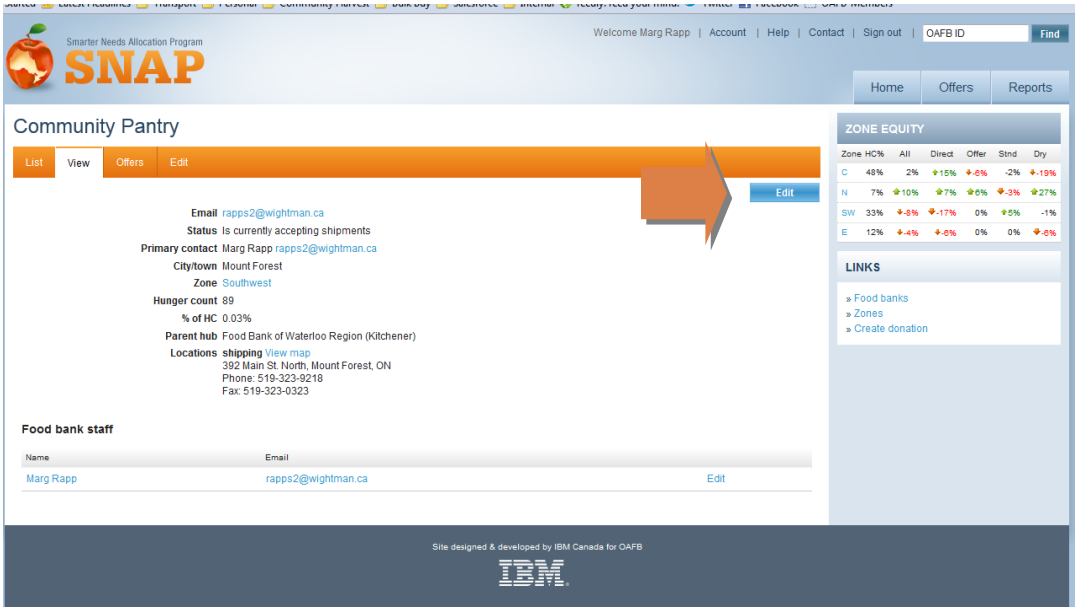
1. Log-in to SNAP
2. Once logged-in, click on 'Food Banks' on the right side of the page under 'Links'



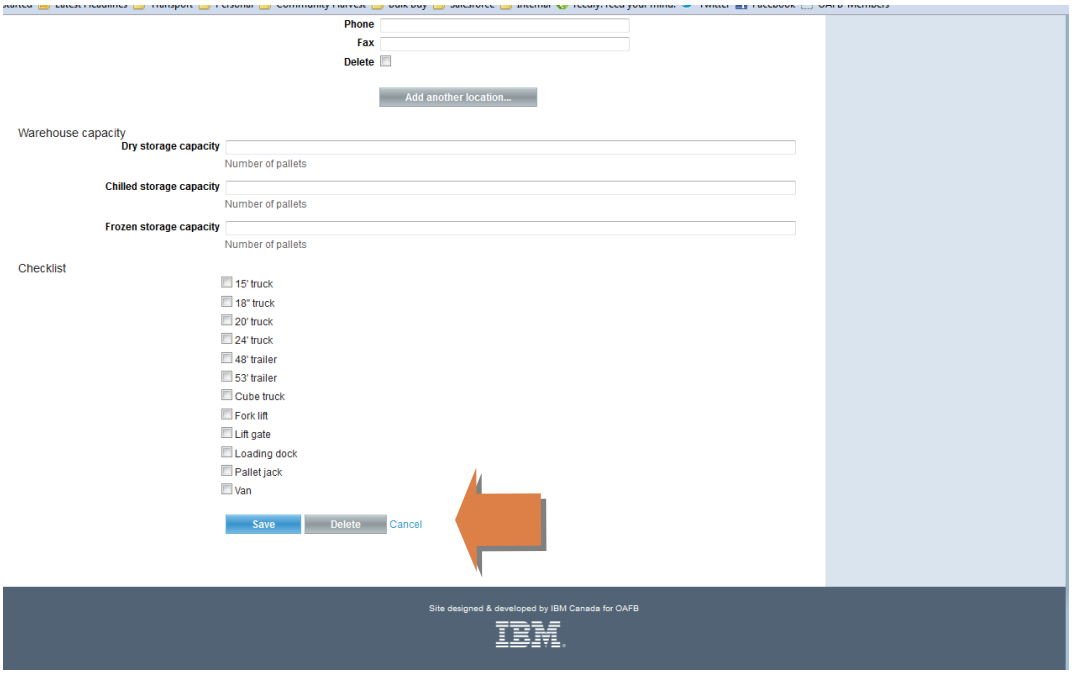
3. You will then scroll through the list and find your food bank. Click on your food bank name.


Smarter Needs Allocation Program
SNAP
Welcome Marg Rapp | Account | Help | Contact | Sign out | OAFB ID
Find
Home
Offers
Reports
Food banks
List
Zone All
Filter
Name ↓ City/town Zone HC % of HC Overall %
Acton Foodshare Acton C 165 0.06%
Ailsa Craig & Area Food Bank Ailsa Craig SW 206 0.07% 0.2%
Banque Alimentaire de L'Orignal L'Orignal E 32 0.01% 0.2%
Banque D'Aliments Sudbury Food Bank Sudbury N 4,980 1.72% 4.2%
Barrie Food Bank Barrie C 1,853 0.64% 0.4%
Blessings Community Store & Food Bank Zurich SW 157 0.05% 0%
Blind River Emergency Food Bank Inc. Blind River N 81 0.03% 0.1%
Bobcaygeon Food Bank Bobcaygeon C 145 0.05%
Bonfield Family Life Centre Bonfield C 27 0.01%
Bracebridge Manna Food Bank Bracebridge C 637 0.22% 0%
Brampton Food Sharing Network Brampton C 2,922 1.01% 3.8%
Brock Community Food Bank Sunderland C 0.00%
Burk's Falls & District Food Bank Burk's Falls N 184 0.06% 0.1%
Caledon Community Services Bolton C 424 0.15%
Caledonia & District Food Bank Caledonia SW 157 0.05%
Cambridge Self-Help Food Bank Cambridge SW 2,198 0.76% 0.1%
Campbellford Warkworth Fare Share Food Bank Campbellford C 178 0.06%
ZONE EQUITY
LINKS
» Food banks
» Zones
» Create donation

4. You will then click ‘Edit’ in blue at the top right hand side of the page.

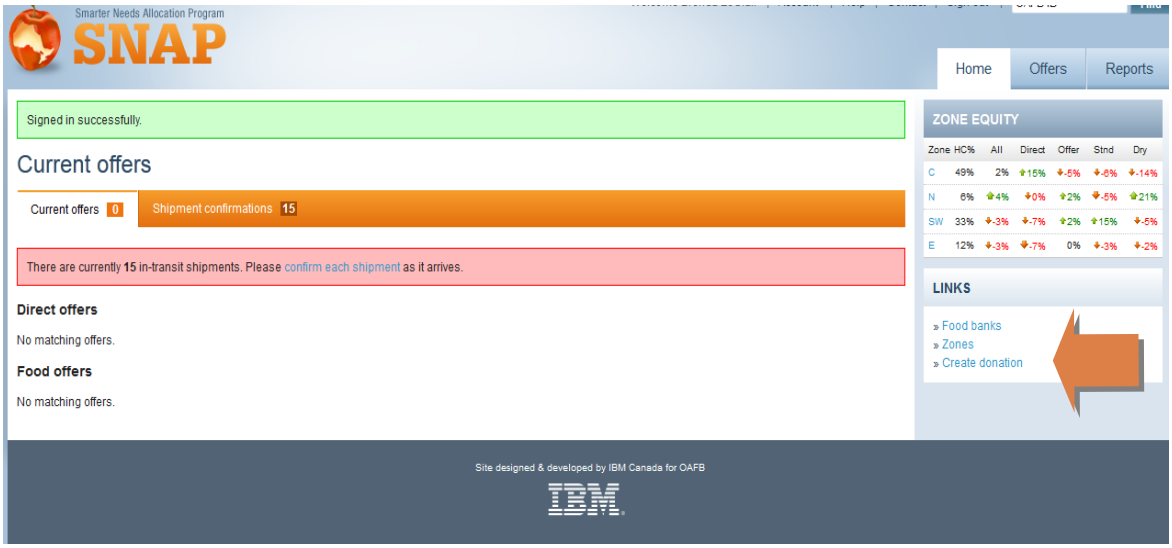


5. You will then scroll to the bottom of the page and complete the fields under the categories ‘Warehouse Capacity’ and ‘Checklist’. You will then click ‘Save’.

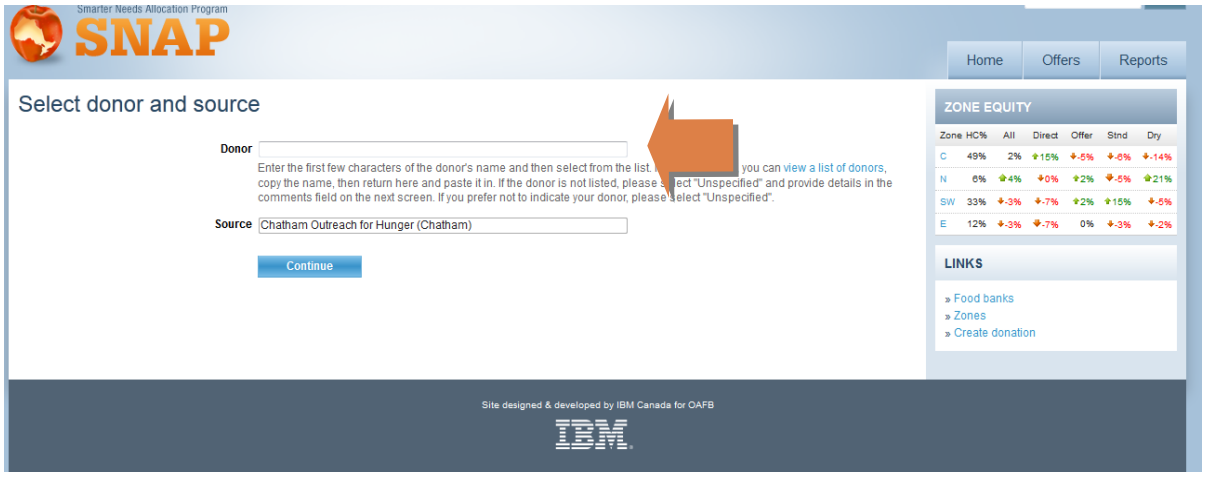


HOW TO ADD A DONATION

1. Log-in to SNAP
2. Once logged in, click on “Create a Donation”



3. You will then need to enter the name of the company donating the product under “Donor” and click “Continue”. If the donor isn’t listed follow the instructions listed on the page to enter a new donor.


Smarter Needs Allocation Program
SNAP
Home
Offers
Reports
Select donor and source
Donor
Enter the first few characters of the donor's name and then select from the list. you can view a list of donors, copy the name, then return here and paste it in. If the donor is not listed, please select "Unspecified" and provide details in the comments field on the next screen. If you prefer not to indicate your donor, please select "Unspecified".
Source
Chatham Outreach for Hunger (Chatham)
Continue
ZONE EQUITY
Zone HC% All Direct Offer Stnd Dry
C 49% 2% +15% -5% -6% -14%
N 6% +4% 0% +2% -5% +21%
SW 33% -3% -7% +2% +15% -5%
E 12% -3% -7% 0% -3% -2%
LINKS
» Food banks
» Zones
» Create donation
Site designed & developed by IBM Canada for OAFB
IBM

4. You will then need to add the following information and then click 'Save':

    a. Product description – provide an overview of the product being donated ex. 24x500g Waffles

    b. Category – select if the product is dry (non-perishable), chilled (refrigerated), or frozen

    c. Best Before or Expiry Date – whichever is applicable

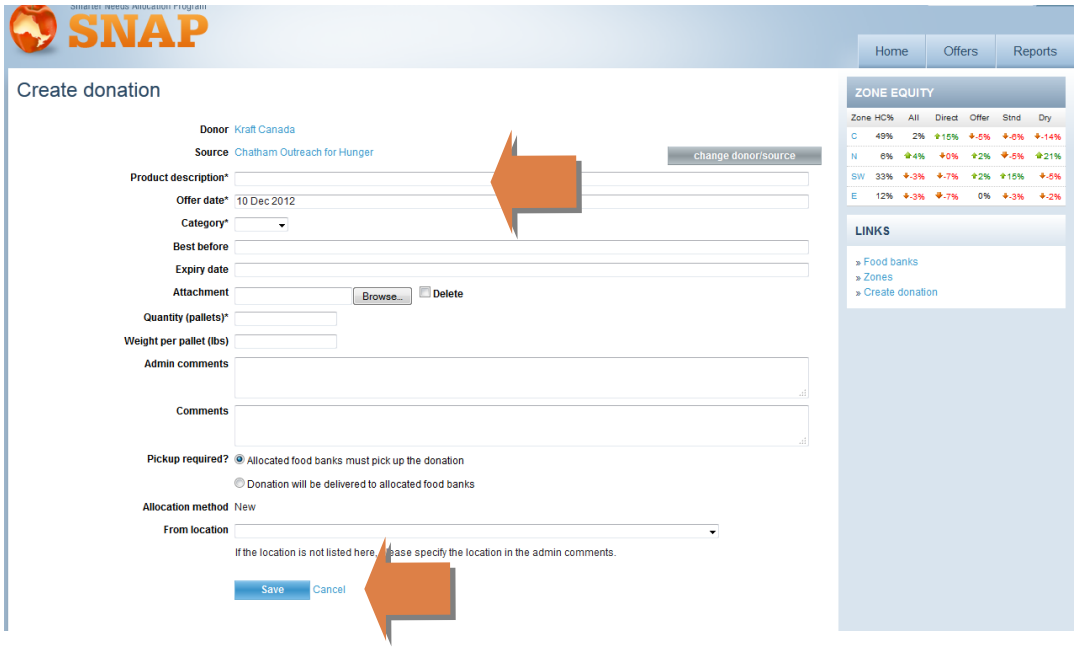
    d. Quantity – number of pallets available for donation

    e. Weight per pallet – the average weight per pallet of available product

    f. Comments – any additional comments about pick up/shipping/delivery that the OAFB would need to know about this donation

    g. Pick Up/Delivered – indicate whether the product will be delivered by the donor or need to be picked up

    h. From location – is the shipping location of the product (if not available or multiple locations please leave blank)



GLOSSARY

Direct Offer: food received direct from donor to food bank, facilitated through the OAFB. These allocations are based primarily on geographic origin of the product, on food bank transport capacity, and donor logistic requirements

Food Offer: chilled and frozen product allocated and delivered through the OAFB. These offers are requested by the member food bank and allocated based on need - calculated by using provincial hunger count data. Geographic origin and food bank transport capacity do not affect a food bank's allocation.

Hunger Count: The number of individuals who use your food bank on a monthly basis based on the national survey conducted by Food Banks Canada annually in the month of March

Standing Offer: fresh product (i.e. fruits and vegetables) delivered through the OAFB. These offers are currently made on a limited basis. Food Banks would place a request as to how many pallets they can accept on a weekly or bi-weekly basis – product would then be allocated automatically based on these requests over the harvesting season

Storage Capacity: the number of pallets your food bank has space for and/or can accept of a certain type (i.e. dry, chilled, frozen)